Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
241340	NORTHERN PINES MEDICAL CENTER	5211 HIGHWAY 110
241360	DEER RIVER HEALTHCARE CENTER	1002 COMSTOCK DRIVE
240047	ST LUKES HOSPITAL	915 E 1ST ST
241320	RIVERVIEW HOSPITAL	323 SOUTH MINNESOTA
241322	RAINY LAKE MEDICAL CENTER	1400 HIGHWAY 71
240064	GRAND ITASCA CLINIC AND HOSPITAL	1601 GOLF COURSE ROAD
241373	PERHAM MEMORIAL HOSPITAL & HOME	665 THIRD STREET SOUTHWEST
240040	UNIVERSITY MEDICAL CENTER- MESABI/ MESABA CLINICS	750 EAST 34TH ST
241318	ELY BLOOMENSON COMMUNITY HOSPITAL	328 WEST CONAN STREET
241317	COOK COUNTY NORTHSHORE HOSPITAL	515 5TH AVE WEST
241357	ESSENTIA HEALTH FOSSTON	900 HILLIGOSS BOULEVARD SE
241344	LIFECARE MEDICAL CENTER	715 DELMORE DRIVE
241350	MERCY HOSPITAL & HEALTH CARE	710 KENWOOD AVENUE

Page 1 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		AURORA	MN
		DEER RIVER	MN
		DULUTH	MN
		CROOKSTON	MN
		INTERNATIONAL FALLS	MN
		GRAND RAPIDS	MN
		PERHAM	MN
		HIBBING	MN
		ELY	MN
		GRAND MARAIS	MN
		FOSSTON	MN
		ROSEAU	MN
		MOOSE LAKE	MN

Page 2 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	County Name	Phone Number	
55705	SAINT LOUIS	2182292211	
56636	ITASCA	2182462900	
55805	SAINT LOUIS	2182495555	
56716	POLK	2182819200	
56649	KOOCHICHING	2182835400	
55744	ITASCA	2183263401	
56573	OTTER TAIL	2183464500	
55746	SAINT LOUIS	2183626659	
55731	SAINT LOUIS	2183653271	
55604	COOK	2183873040	
56542	POLK	2184351133	
56751	ROSEAU	2184632500	
55767	CARLTON	2184854481	

Page 3 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.

N/A N/A 5% 4% 4% 2% N/A 3% 5% N/A 4% 3% N/A

Page 4 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well. N/A N/A 19% 21% 20% 19% N/A 17% 17% N/A 14% 22% N/A

Page 5 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 6 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 7 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well. N/A N/A 15% 14% 12% 13% N/A 12% 13% N/A 11% 12% N/A

Page 8 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 9 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.

N/A N/A 13% 9% 6% 4% N/A 8% 4% N/A 3% 3% N/A

Page 10 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Usually" received help as soon as they wanted.

wanted. N/A N/A 26% 23% 21% 23% N/A 24% 14% N/A 21% 20% N/A

Page 11 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted. N/A N/A 61% 68% 73% 73% N/A 68% 82% N/A 76% 77% N/A

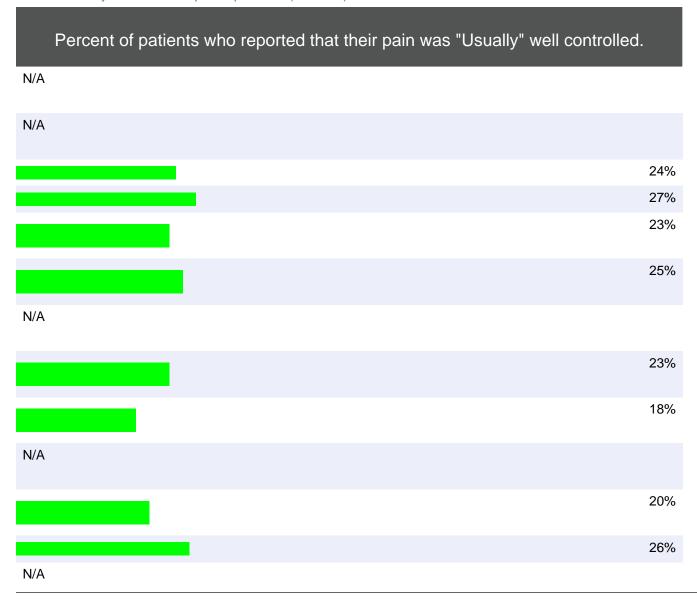
Page 12 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled. N/A N/A 6% 9% 8% 5% N/A 6% 1% N/A 5% 5% N/A

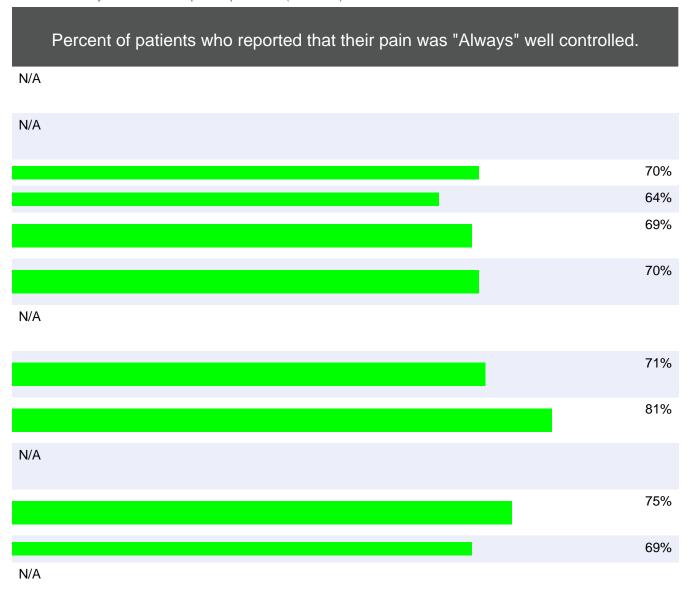
Page 13 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 14 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 15 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

N/A N/A 20% 17% 16% 17% N/A 18% 19% N/A 19% 12% N/A

Page 16 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.

N/A N/A 13% 24% 18% 23% N/A 16% 18% N/A 18% 19% N/A

Page 17 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines



Page 18 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.

N/A N/A 12% 7% 5% 7% N/A 5% 5% N/A 5% 2% N/A

Page 19 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean. N/A N/A 20% 23% 21% 20% N/A 19% 15% N/A 17% 18% N/A

Page 20 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 21 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.

N/A N/A 13% 5% 7% 6% N/A 10% 7% N/A 9% 9% N/A

Page 22 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.

N/A N/A 30% 32% 28% 31% N/A 29% 32% N/A 32% 28% N/A

Page 23 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 24 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.

N/A N/A 83% 82% 88% 83% N/A 87% 75% N/A 89% 85% N/A

Page 25 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.

N/A N/A 17% 18% 12% 17% N/A 13% 25% N/A 11% 15% N/A

Page 26 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).

N/A N/A 8% 5% 11% 5% N/A 8% 8% N/A 6% 5% N/A

Page 27 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).

N/A N/A 23% 28% 28% 26% N/A 26% 24% N/A 18% 23% N/A

Page 28 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

(lowest) to 10 (highest). N/A N/A 69% 67% 61% 69% N/A 66% 68% N/A 76% 72% N/A

Page 29 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO, they would not recommend the hospital. N/A N/A 5% 3% 6% 2% N/A 4% 5% N/A 4% 2% N/A

Page 30 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 31 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 32 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys
N/A
N/A
300 or more
Between 100 and 299
Between 100 and 299
300 or more
N/A
300 or more
Between 100 and 299
N/A
Between 100 and 299
Between 100 and 299
N/A

Page 33 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	Survey Response Rate Percent		Hospital Footnote
N/A			Survey results are not available for this reporting period
N/A			Survey results are not available for this reporting period
		39%	
		38%	
		38%	
		36%	
N/A			Survey results are not available for this reporting period
		42%	There were discrepancies in the data collection process
		51%	
N/A			Survey results are not available for this reporting period
		30%	
		48%	
N/A			Survey results are not available for this reporting

Page 34 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CENTER	
241353	CUYUNA REGIONAL MEDICAL CENTER	320 EAST MAIN STREET
241354	TRI COUNTY HOSPITAL	415 JEFFERSON STREET NORTH
241301	LAKEWOOD HEALTH CENTER	600 MAIN AVE S
241377	ST FRANCIS HEALTHCARE CAMPUS	2400 ST FRANCIS DRIVE
241312	COOK HOSPITAL	10 SE FIFTH ST
240206	RED LAKE HOSPITAL	PO BOX 497
241381	SANFORD MEDICAL CENTER THIEF RIVER FALLS	120 LABREE AVENUE SOUTH
241379	PRAIRIE RIDGE HOSPITAL AND HEALTH SERVICES	930 FIRST STREET NORTHEAST
241328	CLEARWATER CTY MEMORIAL HOSPITAL	203 FOURTH STREET NORTHWEST
241380	ST JOSEPHS AREA HEALTH SERVICES	600 PLEASANT AVENUE

Page 35 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

CROSBY	MN
WADENA	MN
BAUDETTE	MN
BRECKENRIDGE	MN
COOK	MN
REDLAKE	MN
THIEF RIVER FALLS	MN
ELBOW LAKE	MN
BAGLEY	MN
PARK RAPIDS	MN
	WADENA BAUDETTE BRECKENRIDGE COOK REDLAKE THIEF RIVER FALLS ELBOW LAKE BAGLEY

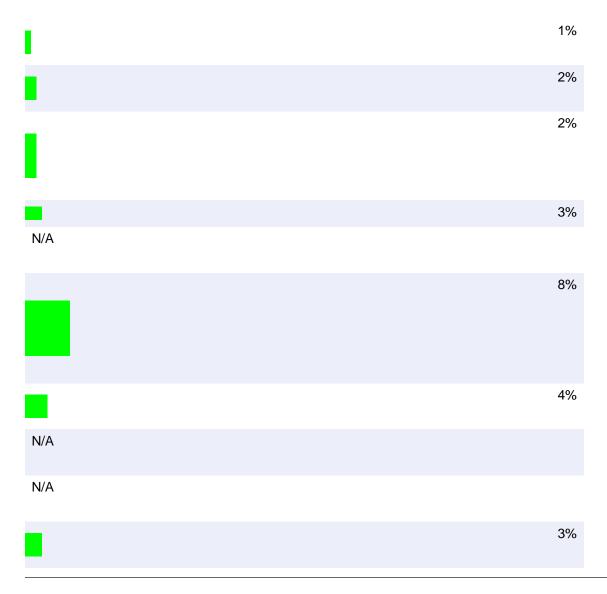
Page 36 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

56441	CROW WING	2185467000
56482	WADENA	2186313510
56623	LAKE OF THE WOODS	2186342120
56520	WILKIN	2186433000
55723	SAINT LOUIS	2186665945
56671	BELTRAMI	2186793912
56701	PENNINGTON	2186814240
56531	GRANT	2186854461
56621	CLEARWATER	2186946501
56470	HUBBARD	2187323311

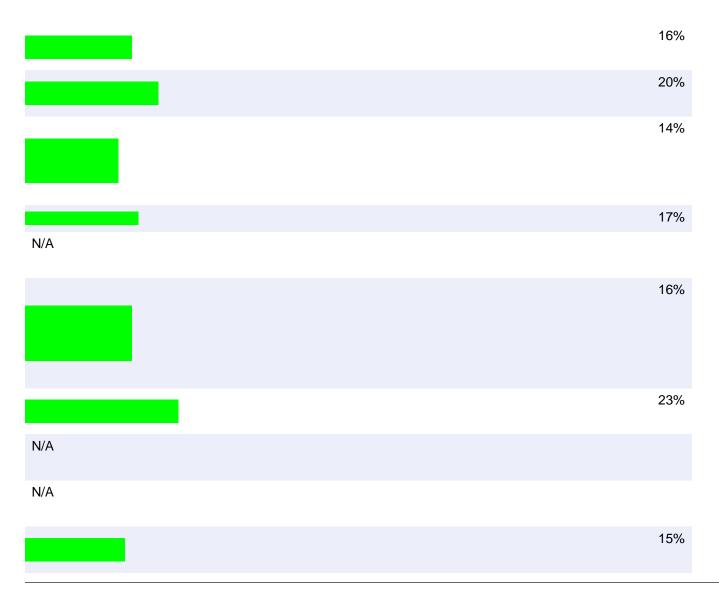
Page 37 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 38 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



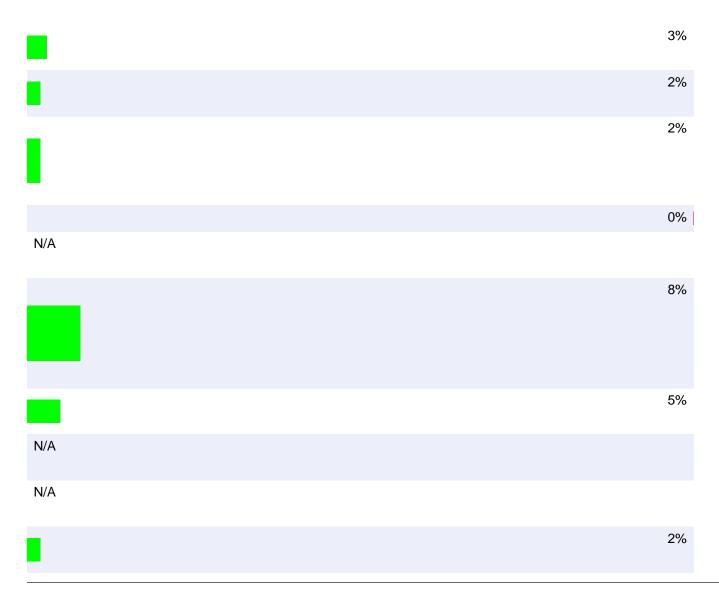
Page 39 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



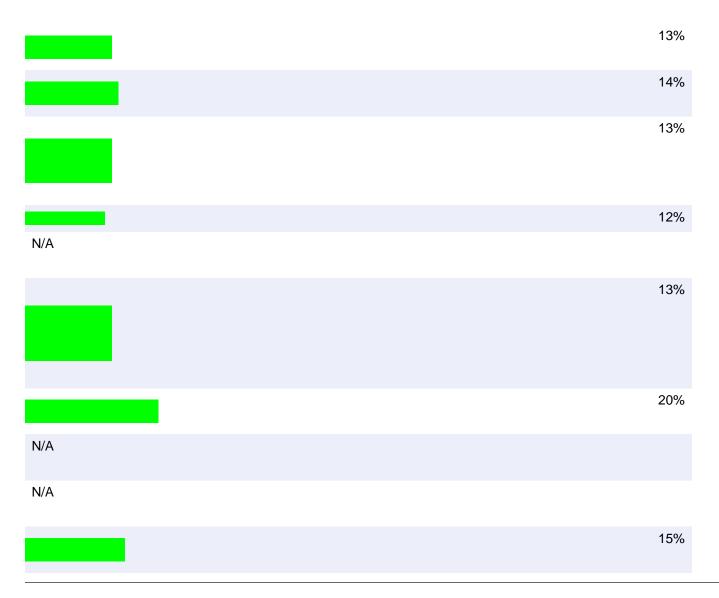
Page 40 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 41 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



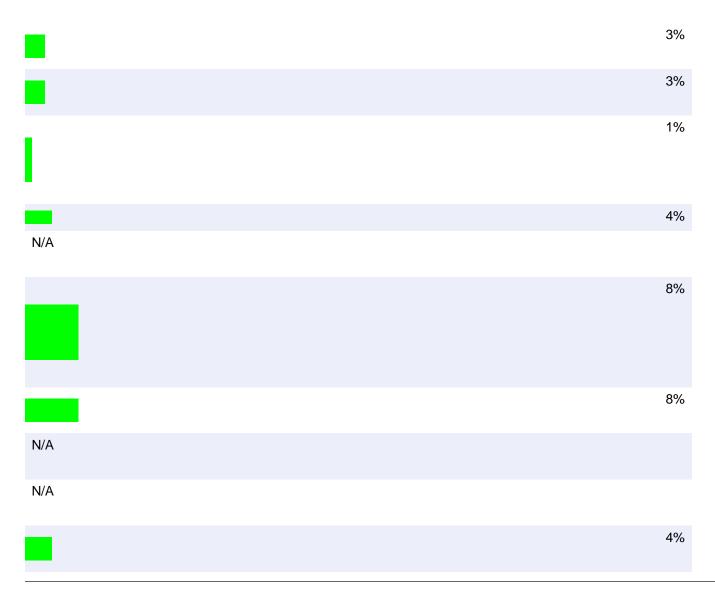
Page 42 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 43 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 44 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



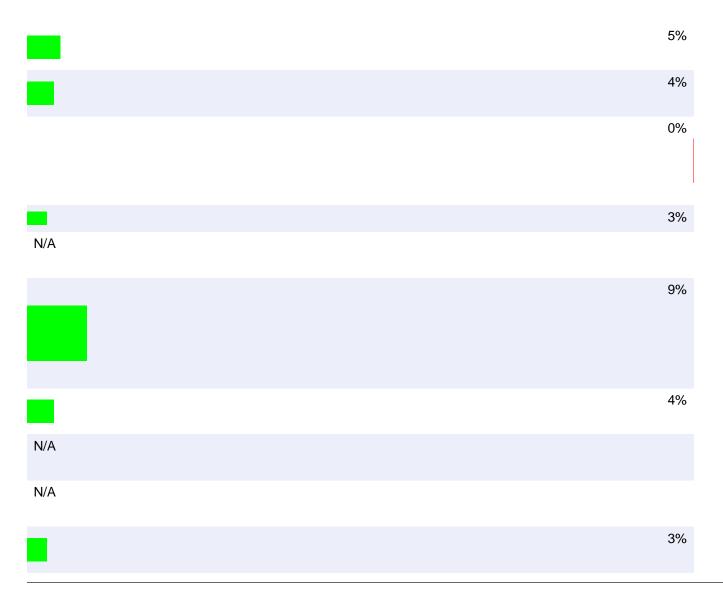
Page 45 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 46 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 47 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 48 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 49 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 50 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



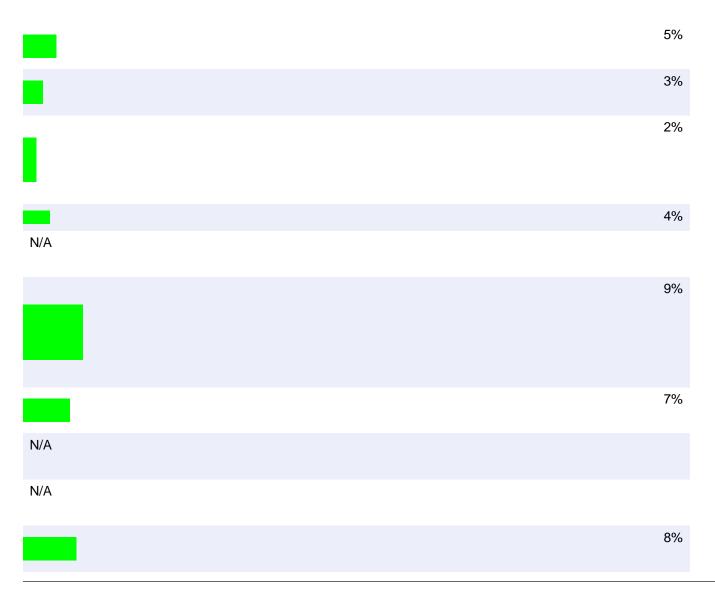
Page 51 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



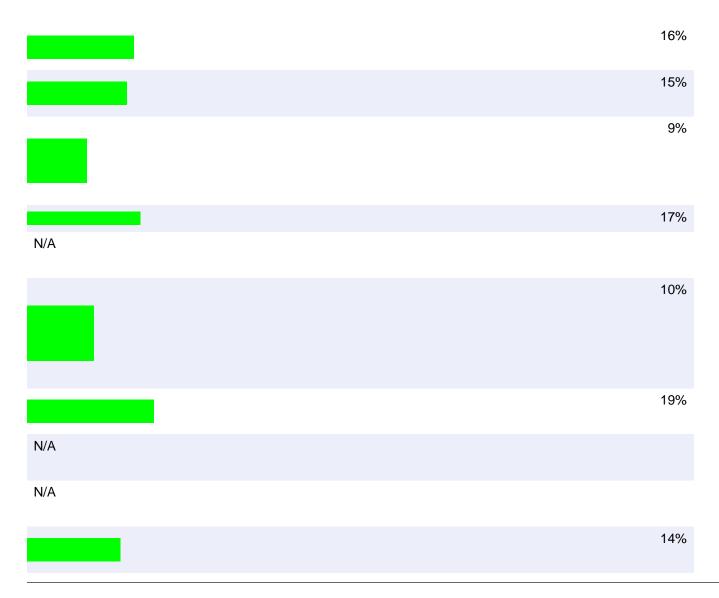
Page 52 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 53 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



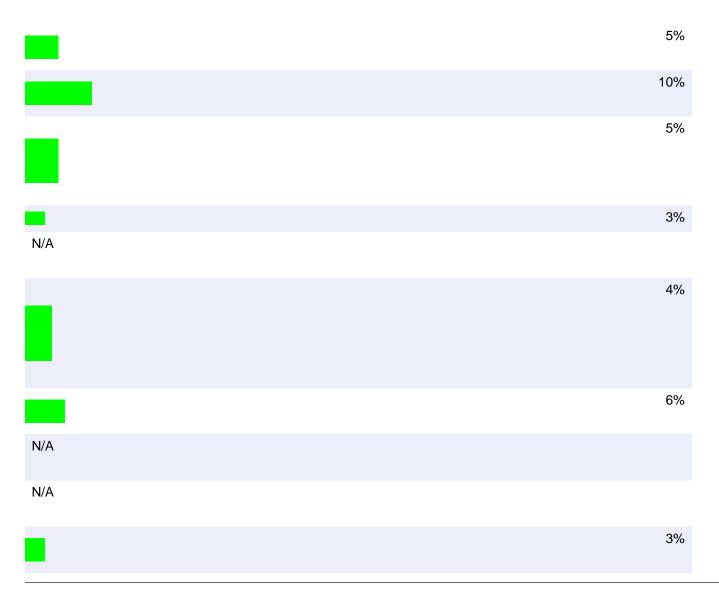
Page 54 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 55 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 56 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 57 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



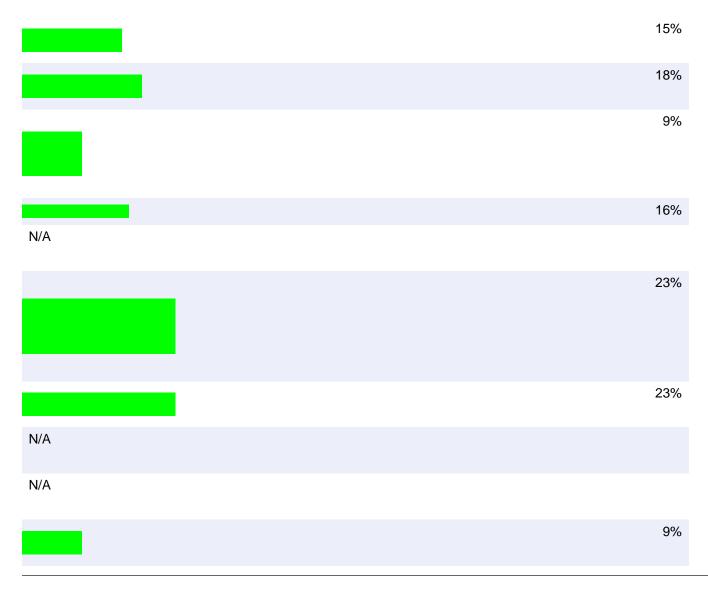
Page 58 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



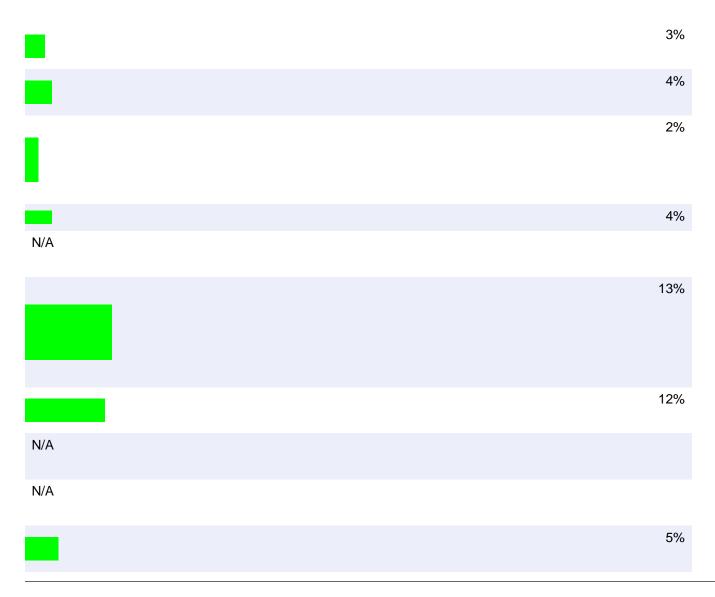
Page 59 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 60 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 61 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



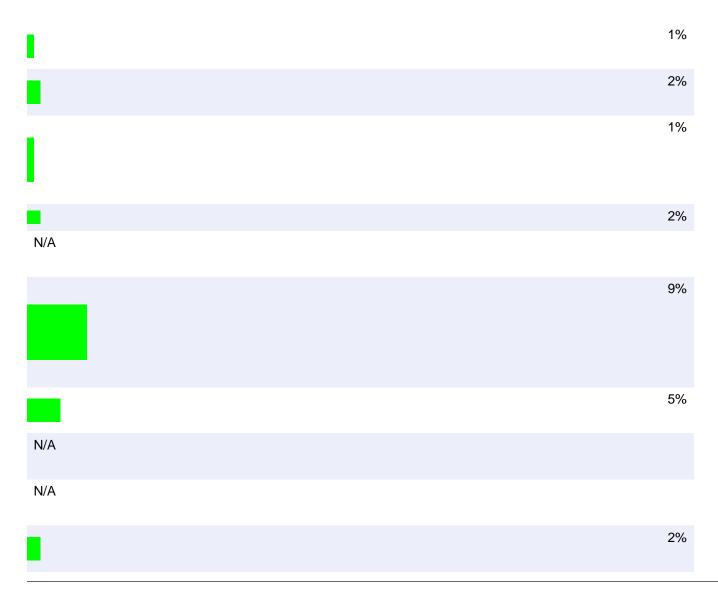
Page 62 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 63 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 64 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 65 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 66 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Fewer than 100
Between 100 and 299
N/A
Fewer than 100
300 or more
N/A
N/A
300 or more

Page 67 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		period
	48%	
	47%	
	36%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	34%	
N/A		Survey results are not available for this reporting period
	10%	Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
	37%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	40%	

Page 68 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

LAKE REGION HEALTHCARE CORPORATION 240084 VIRGINIA REGIONAL MEDICAL CENTER 241316 BIGFORK VALLEY HOSPITAL 258 PINE TREE DRIVE PO BOX 258 241337 NORTH VALLEY HEALTH CENTER 109 SOUTH MINNESOTA STREET 240100 NORTH COUNTRY REGIONAL HOSPITAL 241313 ESSENTIA HEALTH ADA 201 9TH STREET WEST 240019 ESSENTIA HEALTH DULUTH 502 EAST SECOND STREET 240002 ESSENTIA HEALTH ST MARY'S MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD 241329 LAKEWOOD HEALTH SYSTEM 49725 COUNTY ROAD 83		,	
CENTER 241316 BIGFORK VALLEY HOSPITAL 258 PINE TREE DRIVE PO BOX 258 241337 NORTH VALLEY HEALTH CENTER 109 SOUTH MINNESOTA STREET 240100 NORTH COUNTRY REGIONAL HOSPITAL 241313 ESSENTIA HEALTH ADA 201 9TH STREET WEST 240019 ESSENTIA HEALTH DULUTH 502 EAST SECOND STREET 240002 ESSENTIA HEALTH ST MARY'S MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S S23 NORTH 3RD STREET MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARY'S REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	240052		712 SOUTH CASCADE
BOX 258 241337 NORTH VALLEY HEALTH CENTER 109 SOUTH MINNESOTA STREET 240100 NORTH COUNTRY REGIONAL 1300 ANNE ST NW HOSPITAL 241313 ESSENTIA HEALTH ADA 201 9TH STREET WEST 240019 ESSENTIA HEALTH DULUTH 502 EAST SECOND STREET 240002 ESSENTIA HEALTH ST MARY'S 407 E 3RD ST MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S 523 NORTH 3RD STREET MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARY'S REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	240084		901 9TH STREET NORTH
240100 NORTH COUNTRY REGIONAL 1300 ANNE ST NW HOSPITAL 241313 ESSENTIA HEALTH ADA 201 9TH STREET WEST 240019 ESSENTIA HEALTH DULUTH 502 EAST SECOND STREET 240002 ESSENTIA HEALTH ST MARY'S 407 E 3RD ST MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S 523 NORTH 3RD STREET MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARYS REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	241316	BIGFORK VALLEY HOSPITAL	
HOSPITAL 241313 ESSENTIA HEALTH ADA 201 9TH STREET WEST 240019 ESSENTIA HEALTH DULUTH 502 EAST SECOND STREET 240002 ESSENTIA HEALTH ST MARY'S MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARYS REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	241337	NORTH VALLEY HEALTH CENTER	
240019 ESSENTIA HEALTH DULUTH 502 EAST SECOND STREET 240002 ESSENTIA HEALTH ST MARY'S MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARYS REGIONAL HEALTH CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	240100		1300 ANNE ST NW
240002 ESSENTIA HEALTH ST MARY'S 407 E 3RD ST MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S 523 NORTH 3RD STREET MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARYS REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	241313	ESSENTIA HEALTH ADA	201 9TH STREET WEST
MEDICAL CENTER 240075 ESSENTIA HEALTH ST JOSEPH'S 523 NORTH 3RD STREET MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARYS REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	240019	ESSENTIA HEALTH DULUTH	502 EAST SECOND STREET
MEDICAL CENTER 241308 LAKE VIEW MEMORIAL HOSPITAL 325 ELEVENTH AVE 241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARYS REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	240002		407 E 3RD ST
241336 KITTSON MEMORIAL HOSPITAL 1010 SOUTH BIRCH 240101 ST MARYS REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	240075		523 NORTH 3RD STREET
240101 ST MARYS REGIONAL HEALTH 1027 WASHINGTON AVE CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	241308	LAKE VIEW MEMORIAL HOSPITAL	325 ELEVENTH AVE
CENTER 241364 COMMUNITY MEMORIAL HOSPITAL 512 SKYLINE BOULEVARD	241336	KITTSON MEMORIAL HOSPITAL	1010 SOUTH BIRCH
	240101		1027 WASHINGTON AVE
241329 LAKEWOOD HEALTH SYSTEM 49725 COUNTY ROAD 83	241364	COMMUNITY MEMORIAL HOSPITAL	512 SKYLINE BOULEVARD
	241329	LAKEWOOD HEALTH SYSTEM	49725 COUNTY ROAD 83

Page 69 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	FERGUS FALLS	MN
	VIRGINIA	MN
	BIGFORK	MN
	WARREN	MN
	BEMIDJI	MN
	ADA	MN
	DULUTH	MN
	DULUTH	MN
	BRAINERD	MN
	TWO HARBORS	MN
	HALLOCK	MN
	DETROIT LAKES	MN
	CLOQUET	MN
	STAPLES	MN

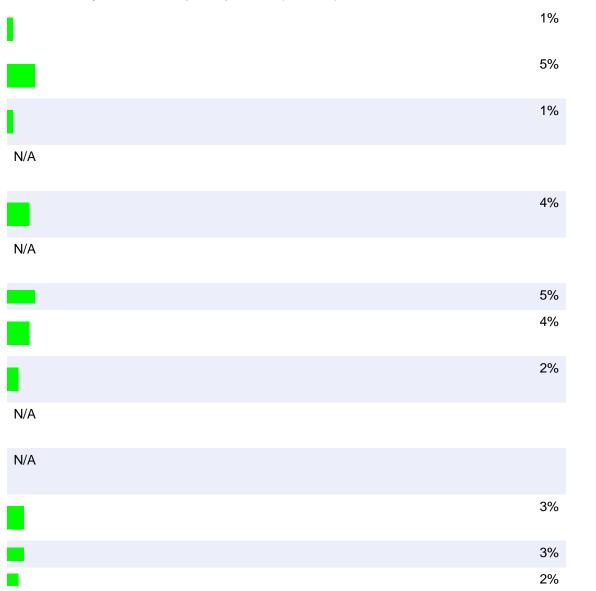
Page 70 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

56537	OTTER TAIL	2187368000
55792	SAINT LOUIS	2187413340
56628	ITASCA	2187433177
56762	MARSHALL	2187454211
56601	BELTRAMI	2187515430
56510	NORMAN	2187845000
55805	SAINT LOUIS	2187862629
55805	SAINT LOUIS	2187864000
56401	CROW WING	2188292861
55616	LAKE	2188347300
56728	KITTSON	2188433612
56501	BECKER	2188470852
55720	CARLTON	2188794641
56479	TODD	2188941515

Page 71 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



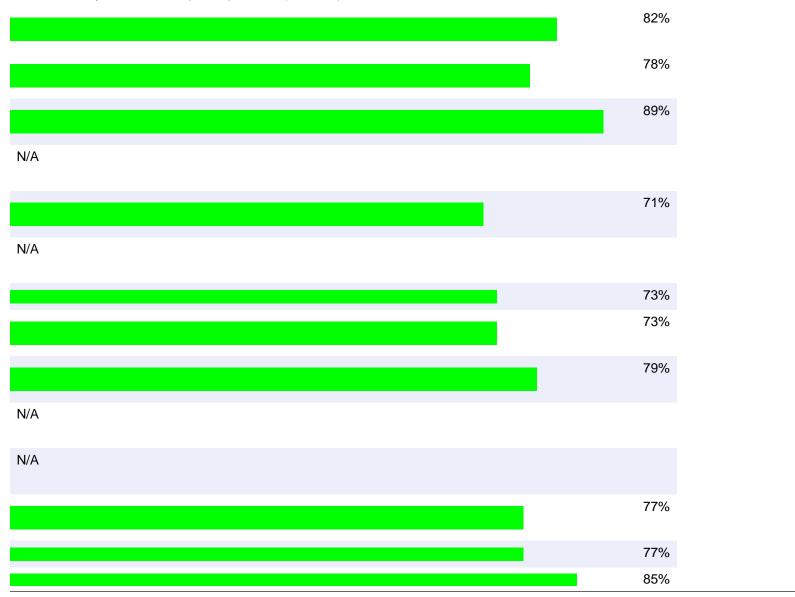
Page 72 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	17%
	17%
	10%
N/A	
	25%
N/A	
	22%
	23%
	19%
N/A	
N/A	
	20%
	20%
	13%

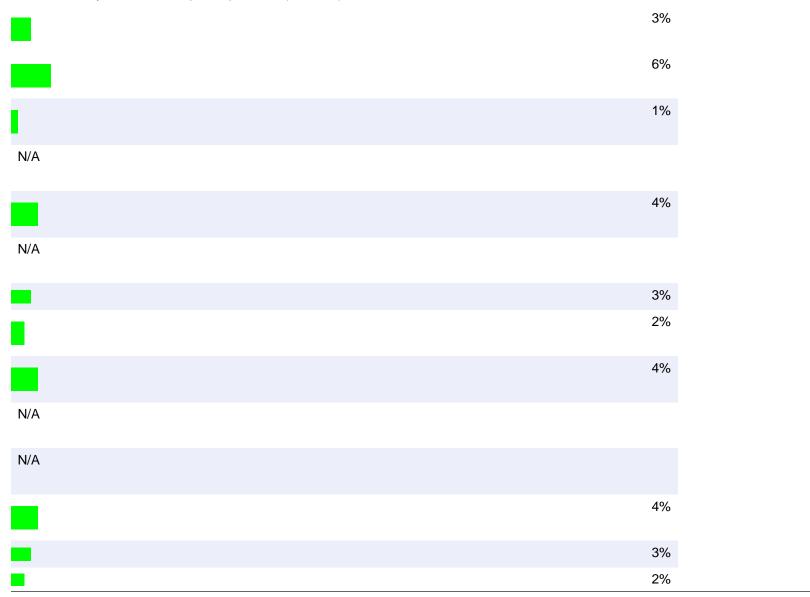
Page 73 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 74 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



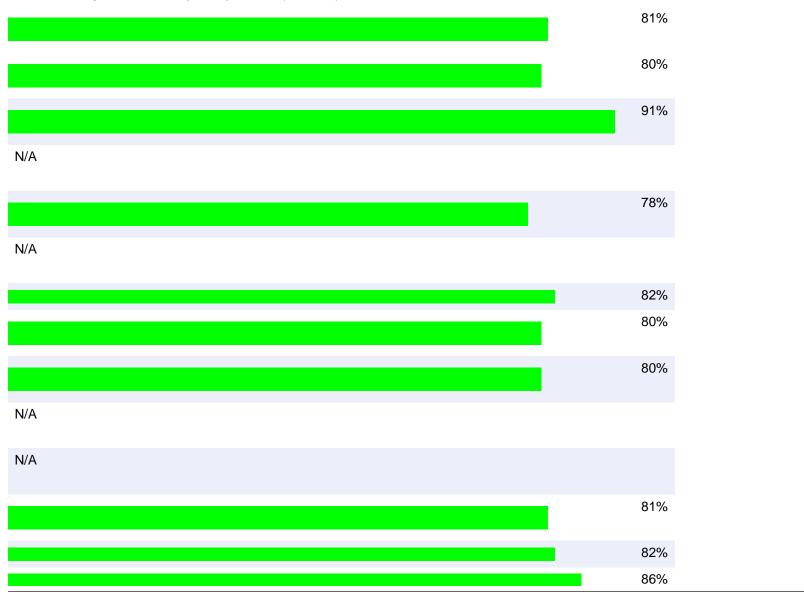
Page 75 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	16%
	14%
	8%
N/A	
	18%
N/A	
	15%
	18%
	16%
N/A	
N/A	
	15%
	15%
	12%

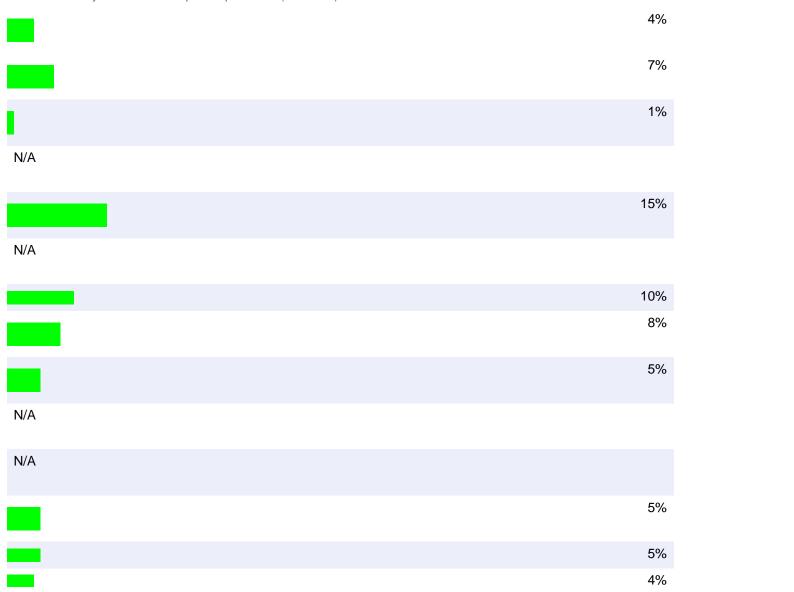
Page 76 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



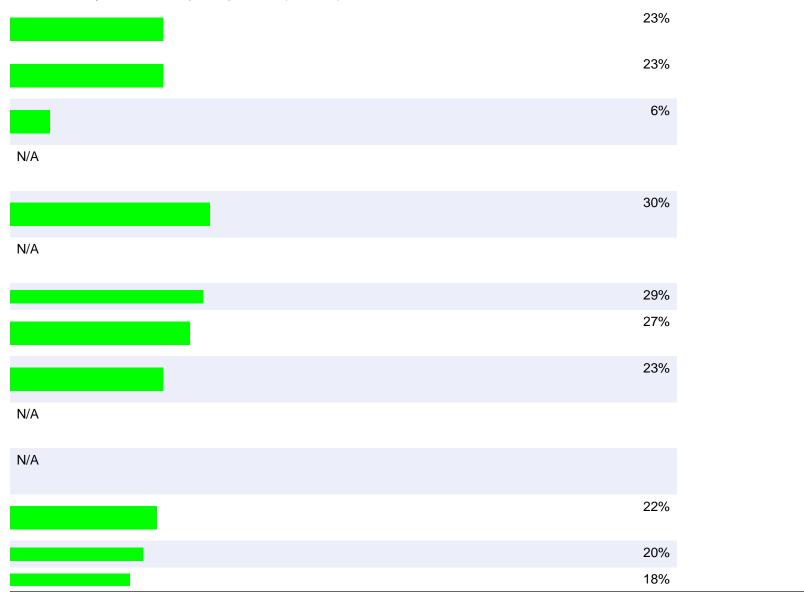
Page 77 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



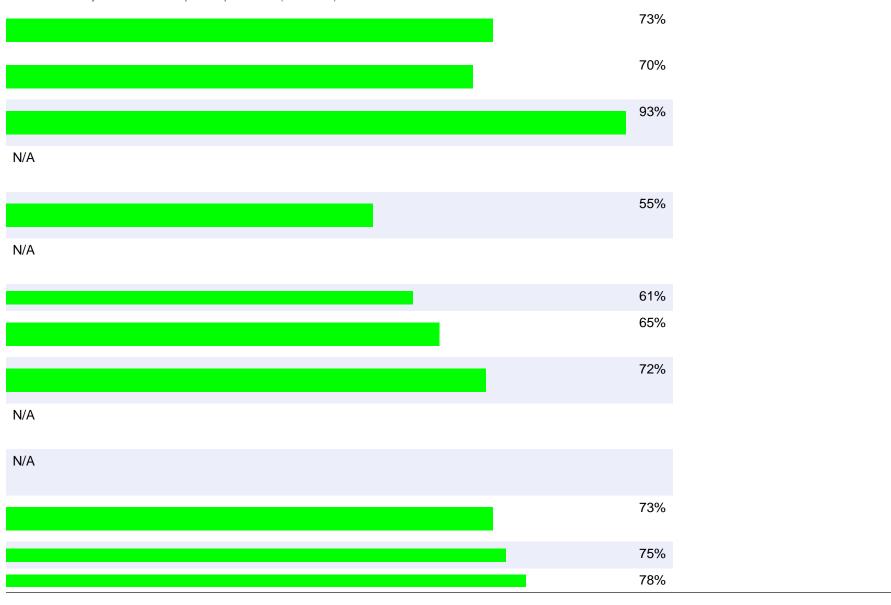
Page 78 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



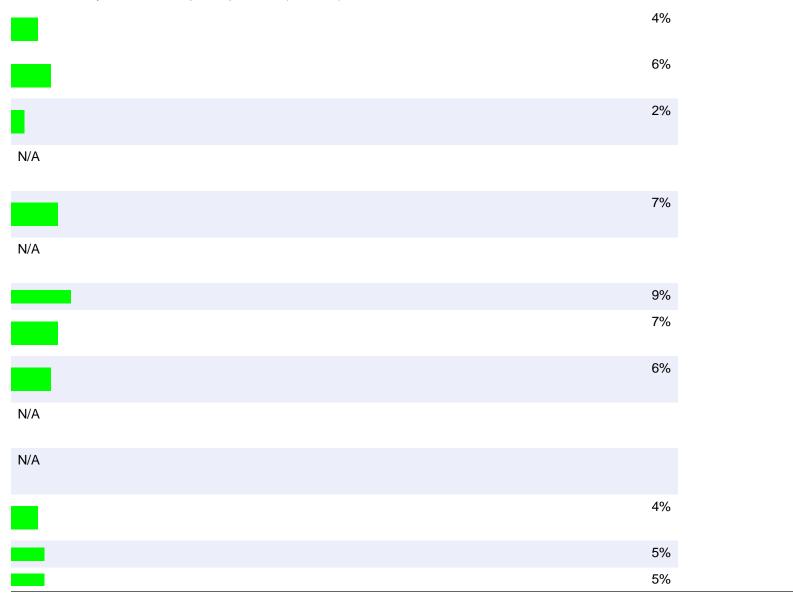
Page 79 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



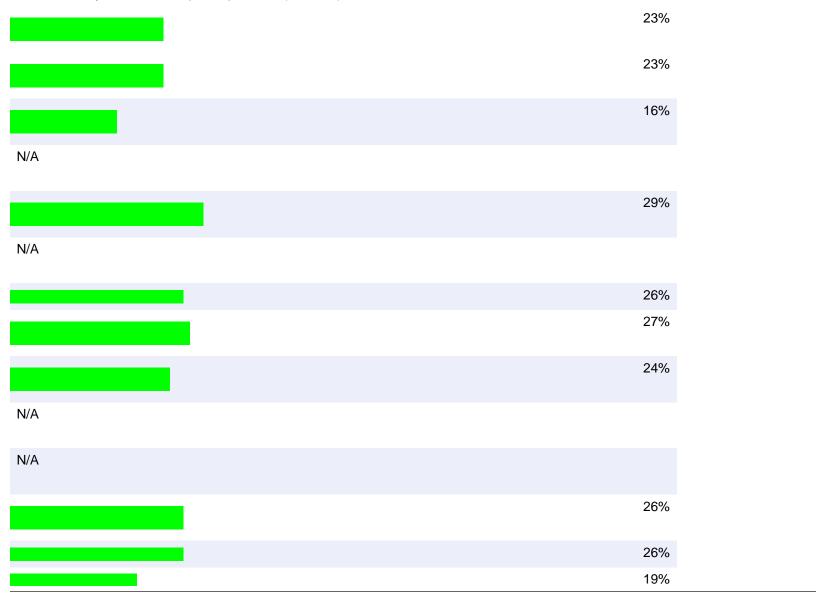
Page 80 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



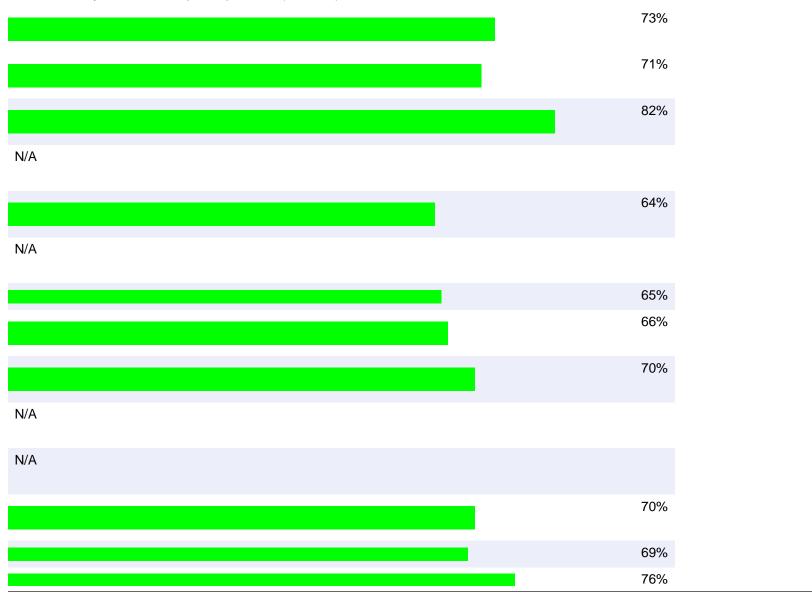
Page 81 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 82 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 83 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	15%
	19%
	4%
N/A	
	20%
N/A	
	20%
	22%
	15%
N/A	
N/A	
	18%
	15%
	15%

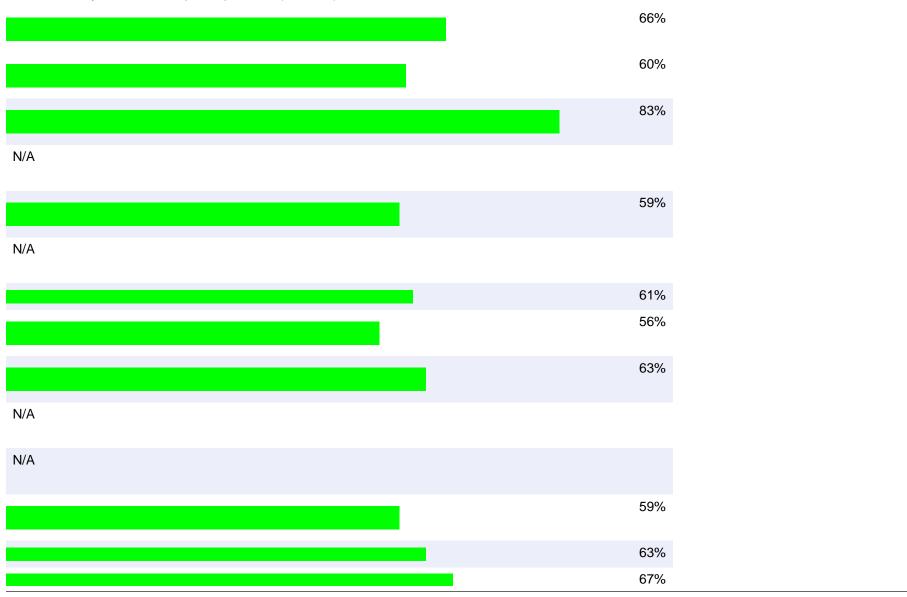
Page 84 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	19%	
	21%	
	13%	
N/A		
	21%	
N/A		
	19%	
	22%	
	22%	
N/A		
N/A		
	23%	
	22%	
	18%	

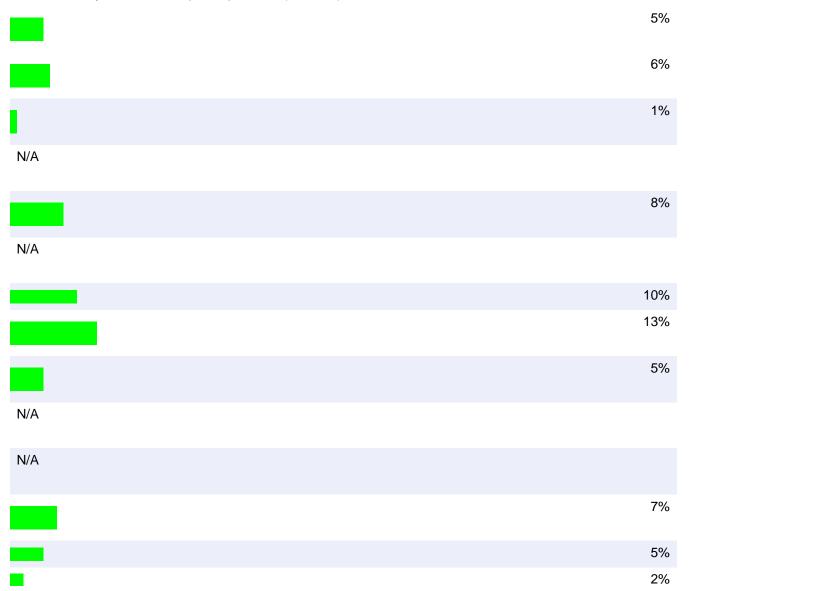
Page 85 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 86 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



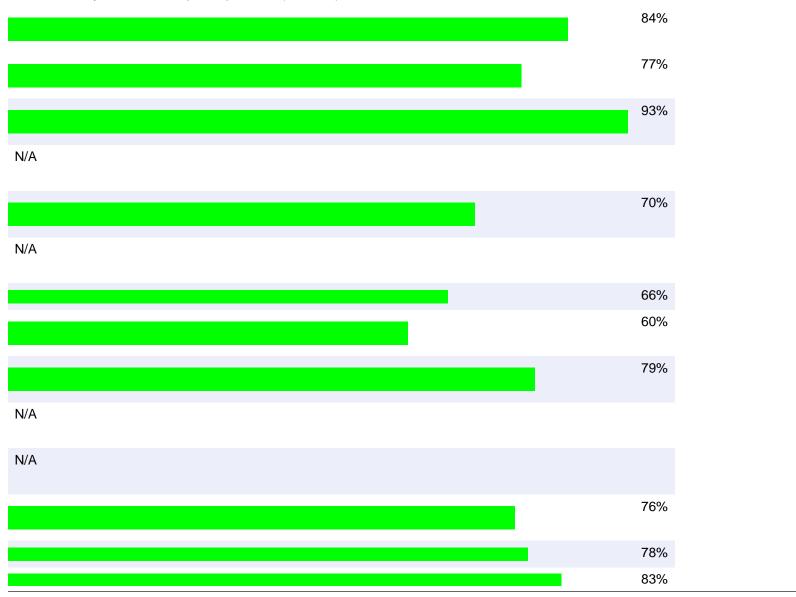
Page 87 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	11%
	17%
	6%
N/A	
	22%
N/A	
	24%
	27%
	16%
N/A	
N/A	
	17%
	17%
	15%

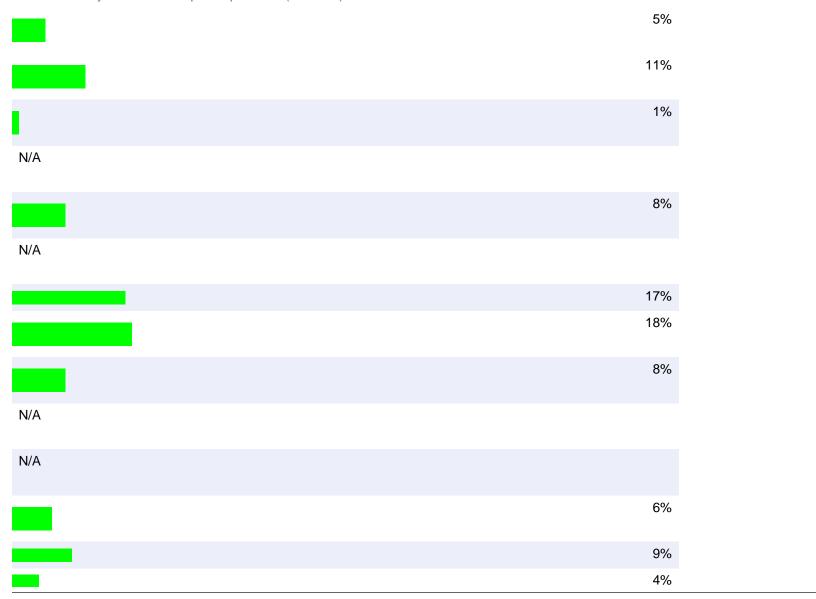
Page 88 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



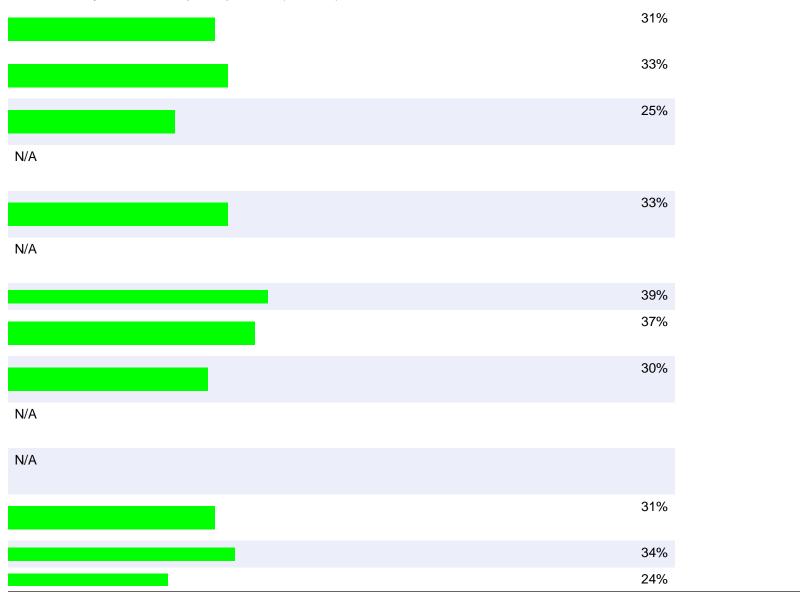
Page 89 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



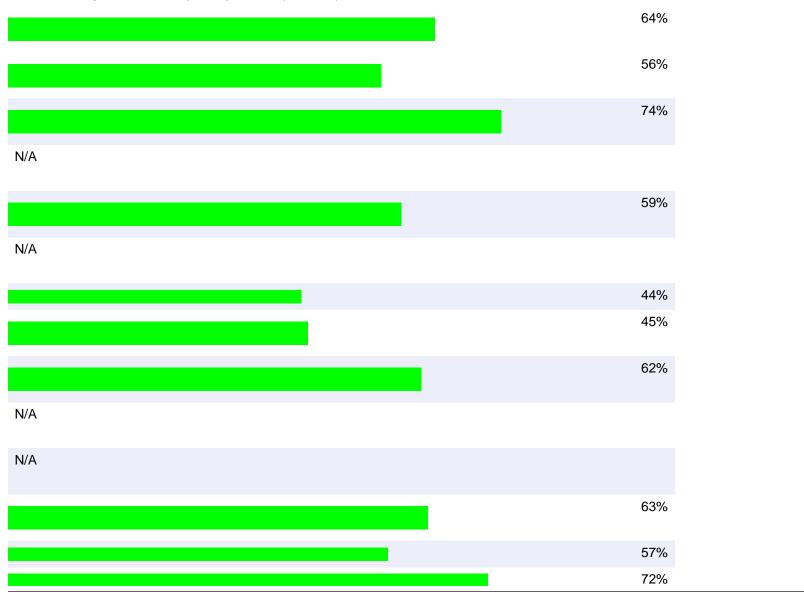
Page 90 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



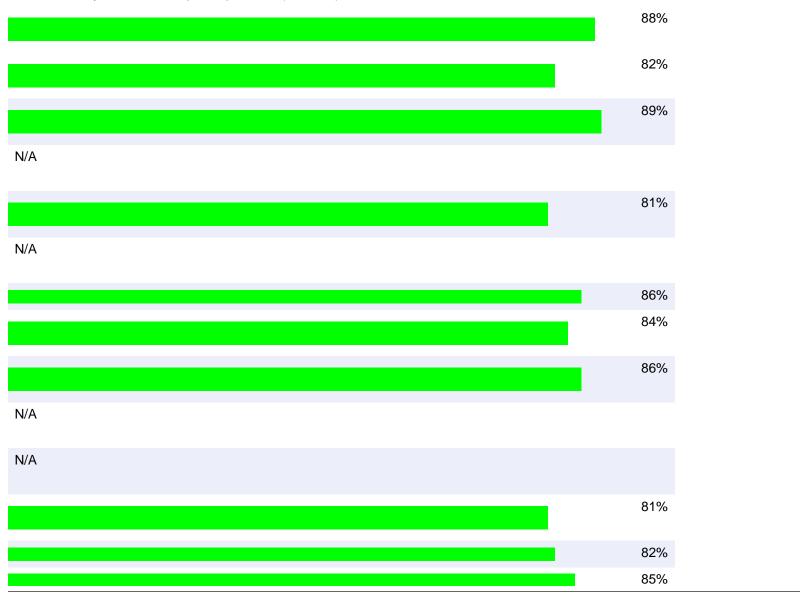
Page 91 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 92 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



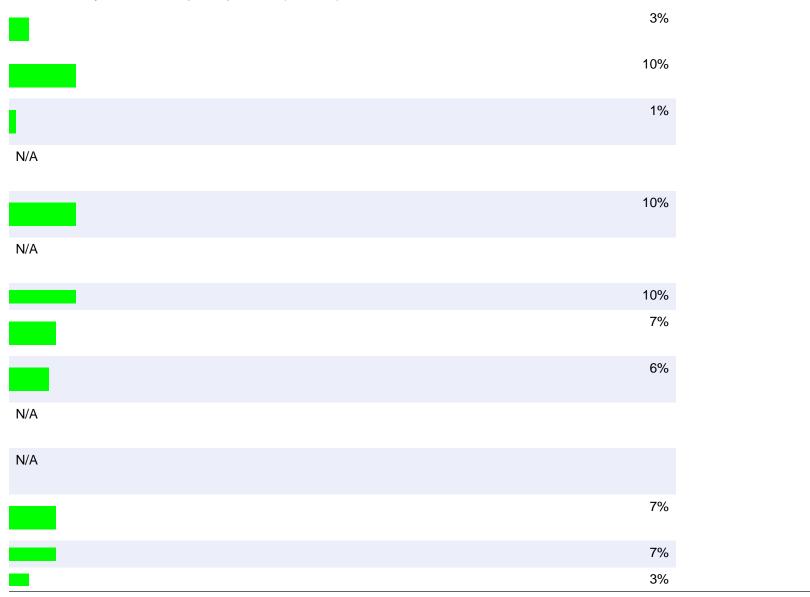
Page 93 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	12%
	18%
	11%
N/A	
	19%
N/A	
	14%
	16%
	14%
N/A	
N/A	
	19%
	18%
	15%

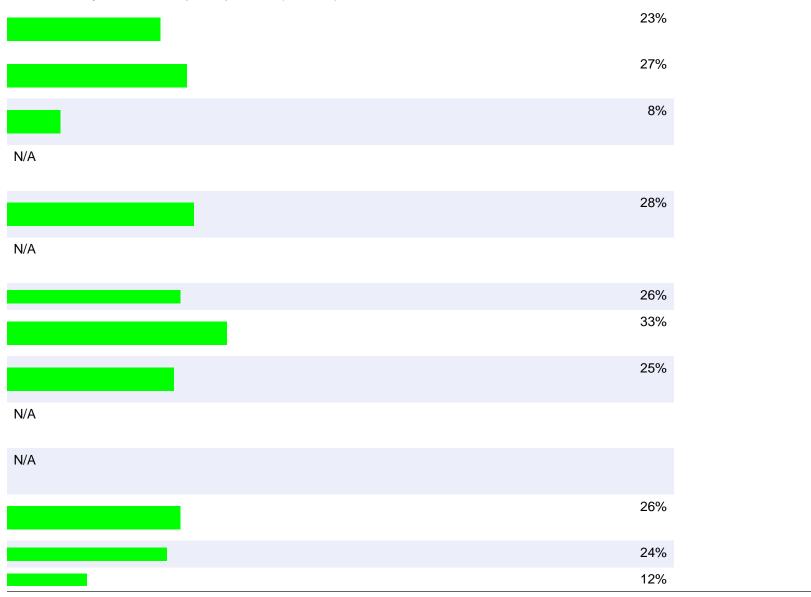
Page 94 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



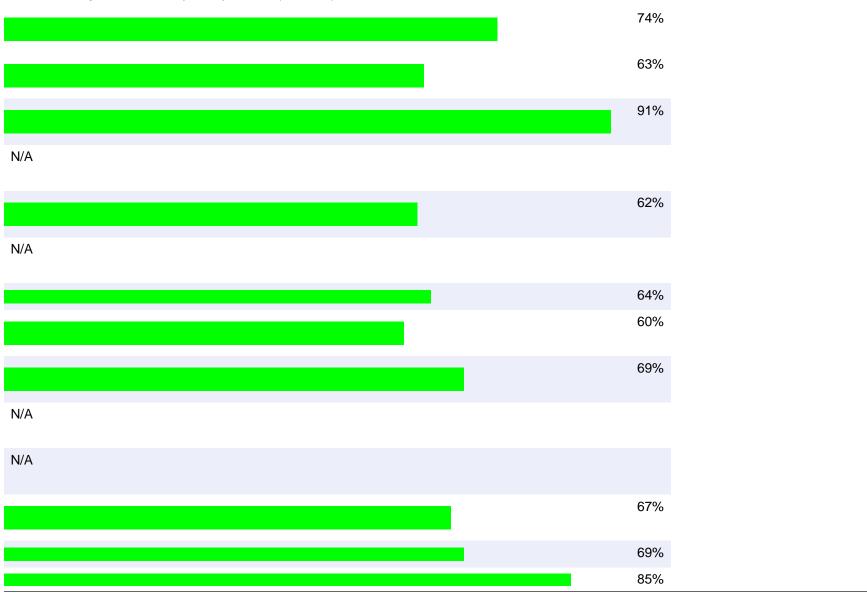
Page 95 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



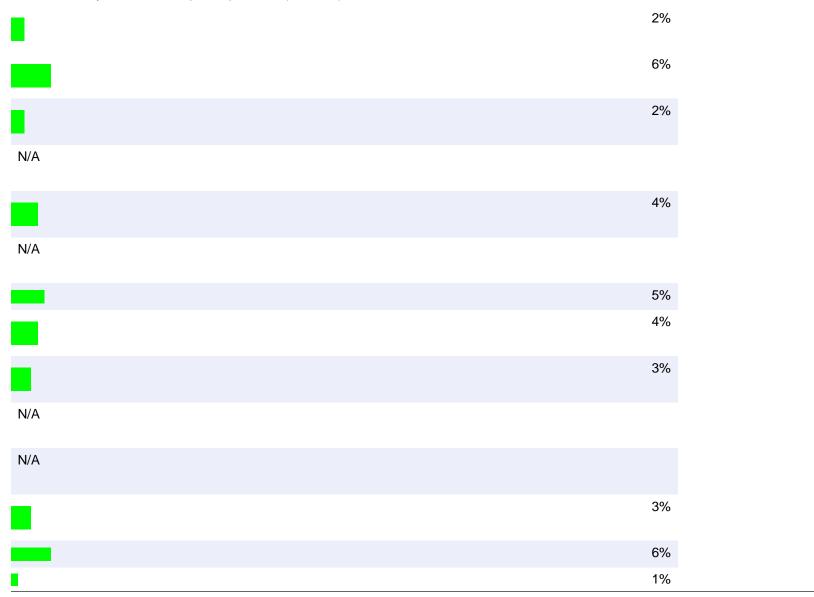
Page 96 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



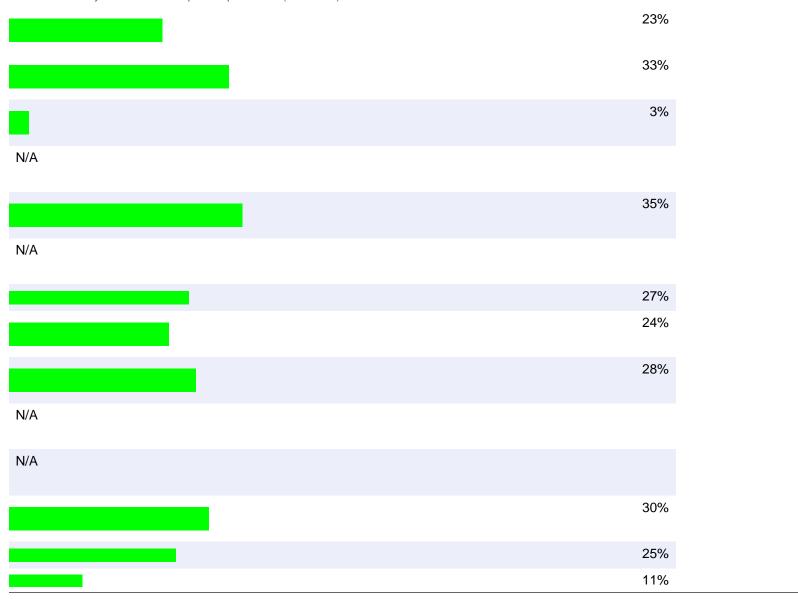
Page 97 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



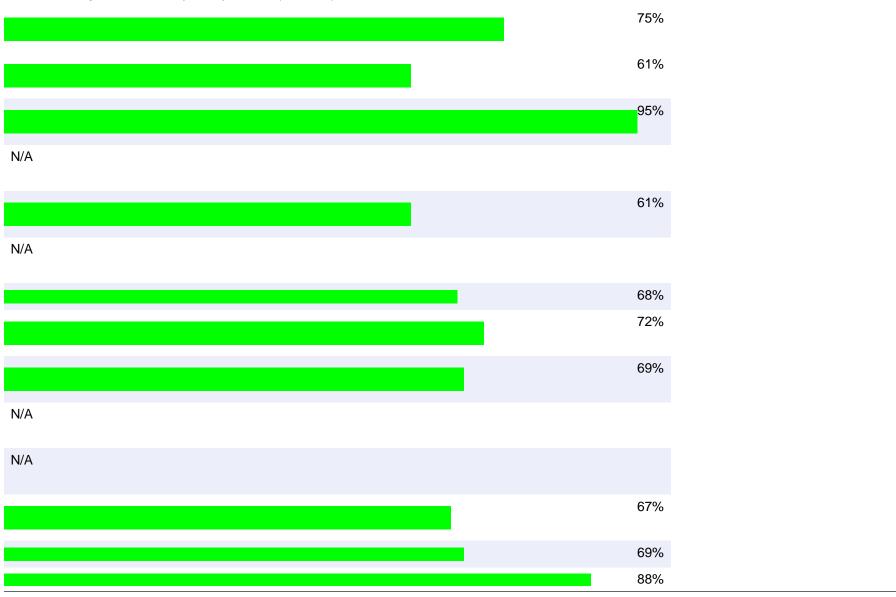
Page 98 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 99 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 100 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more		
300 or more		

Between 100 and 299		

300 or more

N/A

N/A

300 or more

300 or more

300 or more

N/A

N/A

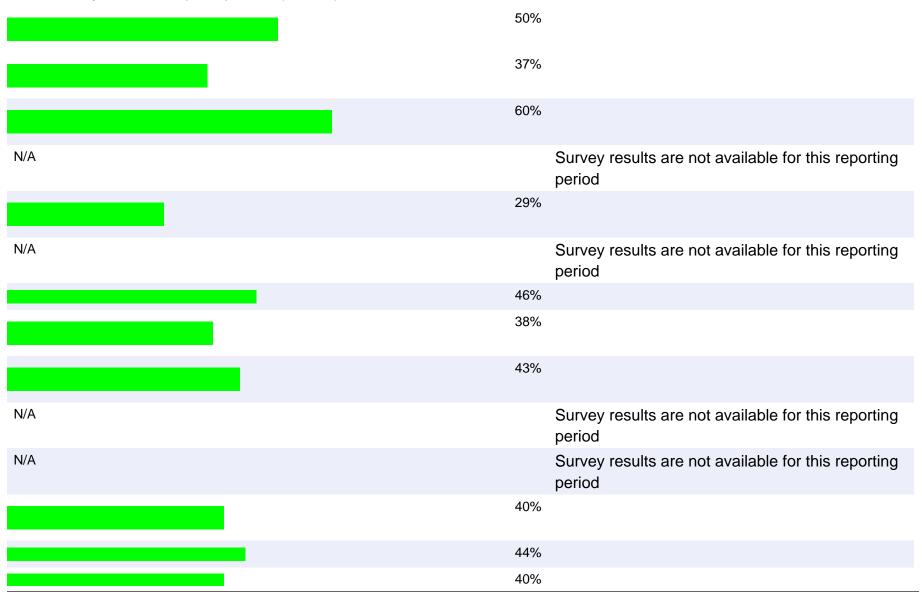
300 or more

300 or more

300 or more

Page 101 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 102 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

241329	LAKEWOOD HEALTH SYSTEM	49725 COUNTY ROAD 83
241305	RIVERWOOD HEALTHCARE CENTER	200 BUNKER HILL DRIVE
241300	MAHNOMEN HEALTH CENTER	414 W JEFFERSON
240088	RICE MEMORIAL HOSPITAL	301 BECKER AVE SW
240187	HUTCHINSON AREA HEALTH CARE	1095 HIGHWAY 15 SOUTH
241349	PAYNESVILLE AREA HOSPITAL	200 1ST STREET WEST
241309	ESSENTIA HEALTH SANDSTONE	109 COURT AVE SOUTH
240036	ST CLOUD HOSPITAL	1406 6TH AVE NORTH
241330	CENTRACARE HEALTH SYSTEM - MELROSE HOSPITAL	525 WEST MAIN STREET
241325	CHIPPEWA COUNTY HOSPITAL	824 NORTH 11TH STREET
241341	APPLETON MUNICIPAL HOSPITAL	30 SOUTH BEHL STREET
241368	ST MICHAELS HOSPITAL & NURSING HOME	425 NORTH ELM STREET
241306	RENVILLE COUNTY HOSPITAL AND CLINICS	611 EAST FAIRVIEW
241356	MILLE LACS HEALTH SYSTEM	200 NORTH ELM STREET
241304	WHEATON COMMUNITY HOSPITAL	401 12TH STREET NORTH
241343	MUNICIPAL HOSPITAL AND GRANITE	345 TENTH AVENUE

Page 103 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

STAPLES	MN
AITKIN	MN
MAHNOMEN	MN
WILLMAR	MN
HUTCHINSON	MN
PAYNESVILLE	MN
SANDSTONE	MN
SAINT CLOUD	MN
MELROSE	MN
MONTE (IDEO	N AN I
MONTEVIDEO	MN
APPLETON	MN
SAUK CENTRE	MN
OL 11/1/A	N AN I
OLIVIA	MN
ONAMIA	MN
WHEATON	MN
GRANITE FALLS	MN

Page 104 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

56479	TODD	2188941515
56431	AITKIN	2189275501
56557	MAHNOMEN	2189352511
56201	KANDIYOHI	3202314227
55350	MCLEOD	3202345000
56362	STEARNS	3202433767
55072	PINE	3202455601
56303	STEARNS	3202512700
56352	STEARNS	3202564231
56265	CHIPPEWA	3202698878
56208	SWIFT	3202892422
56378	STEARNS	3203522221
56277	RENVILLE	3205231261
56359	MILLE LACS	3205328020
56296	TRAVERSE	3205638226
56241	YELLOW MEDICINE	3205643111

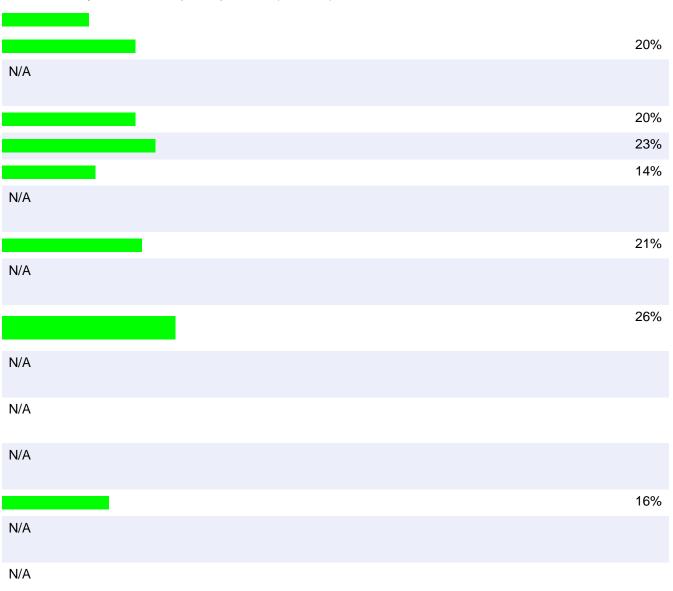
Page 105 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	3%
N/A	
	3%
	2%
	1%
N/A	
	3%
N/A	
	5%
N/A	
N/A	
N/A	
	2%
N/A	
N/A	

Page 106 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



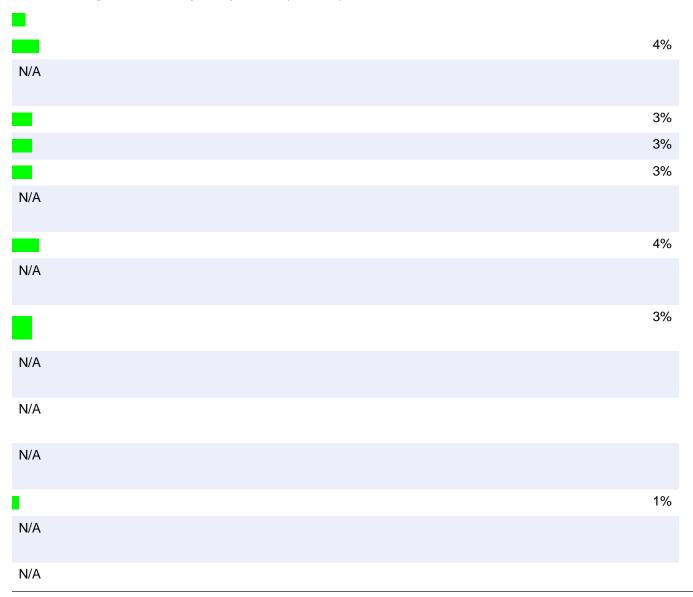
Page 107 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 108 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 109 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	17%
N/A	
	14%
	15%
	15%
N/A	
	17%
N/A	
	13%
N/A	
N/A	
N/A	
	11%
N/A	
N/A	

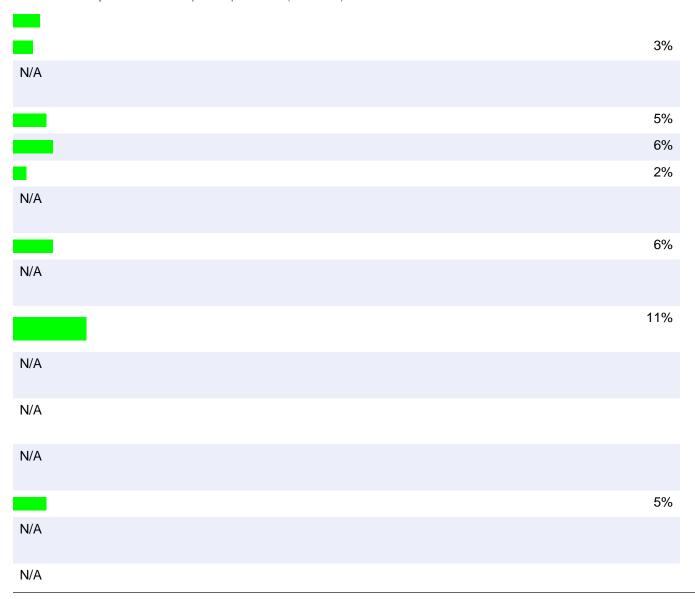
Page 110 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



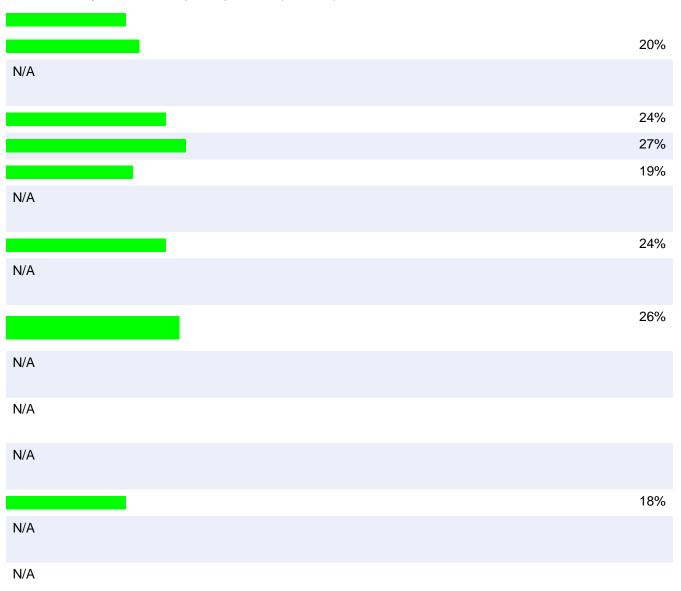
Page 111 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 112 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



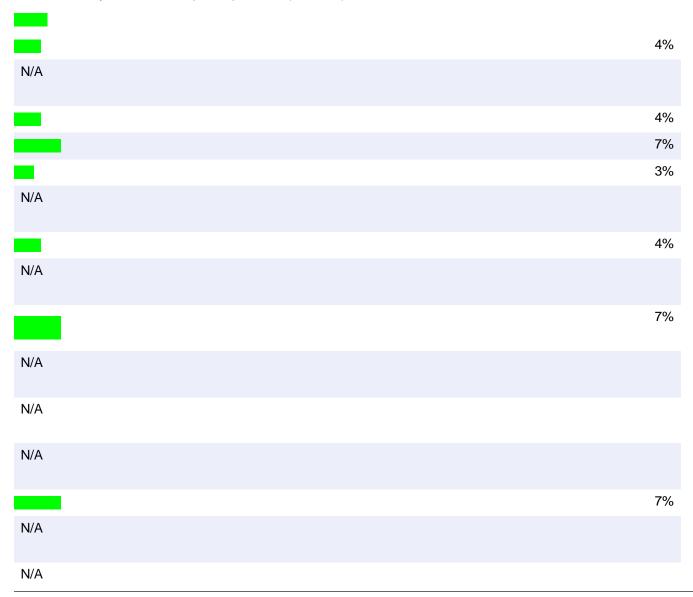
Page 113 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



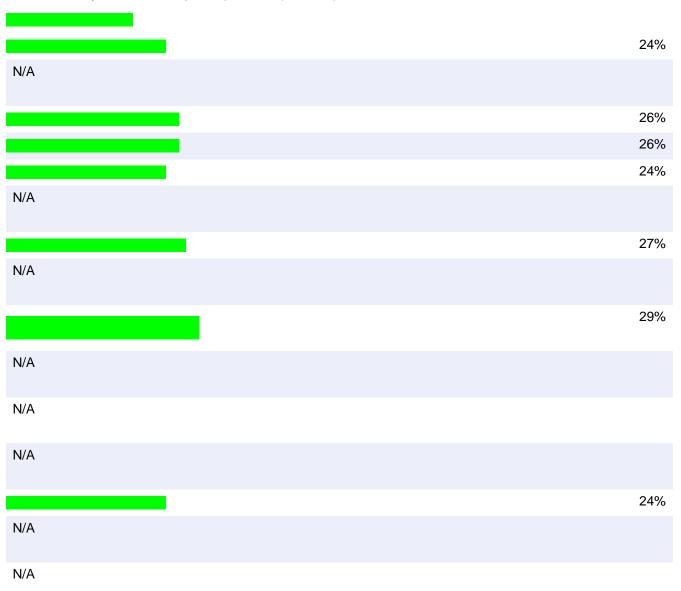
Page 114 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



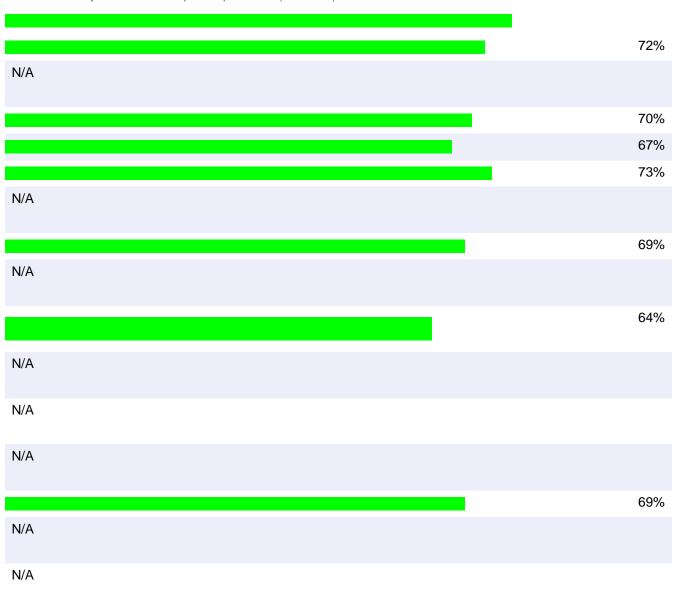
Page 115 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



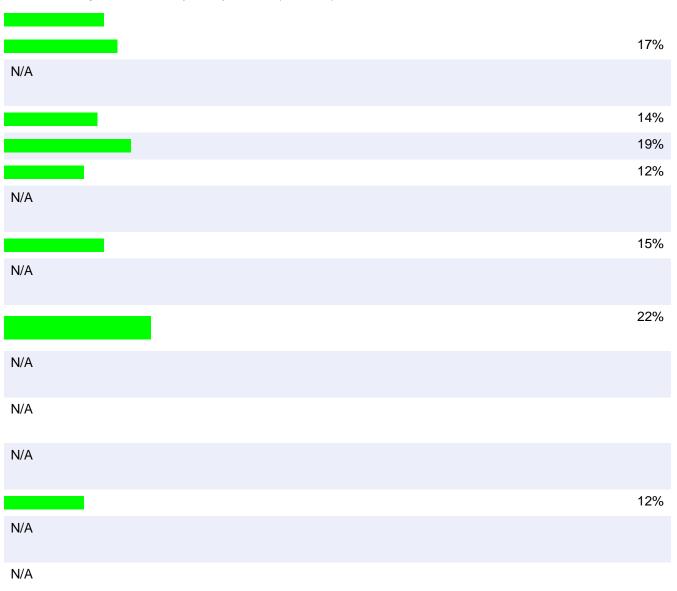
Page 116 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



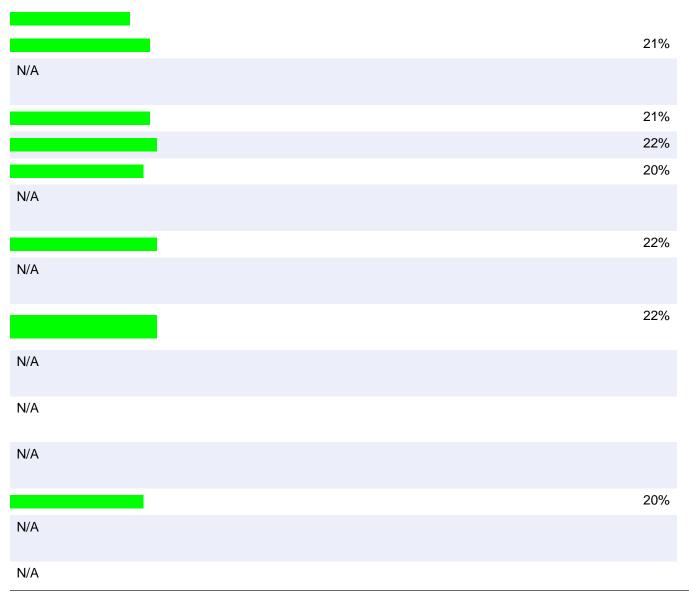
Page 117 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



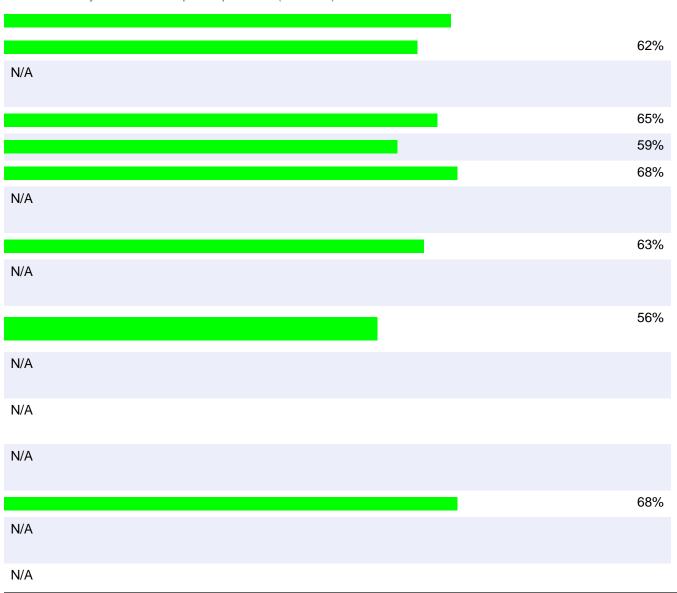
Page 118 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



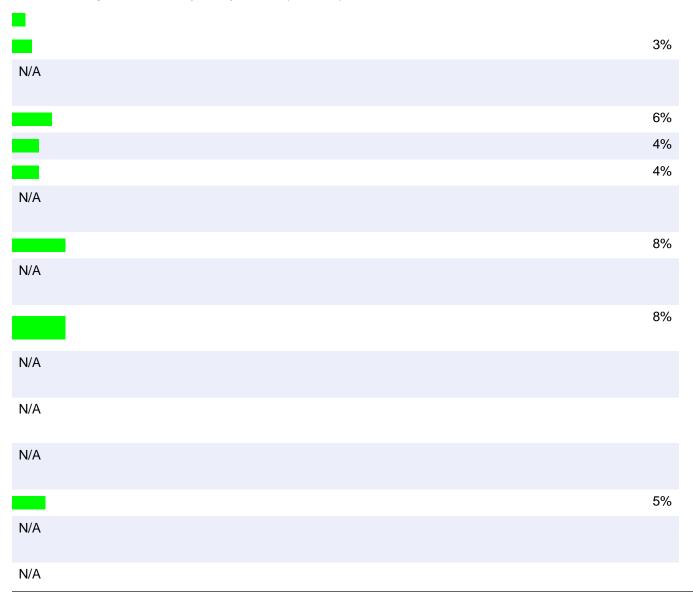
Page 119 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



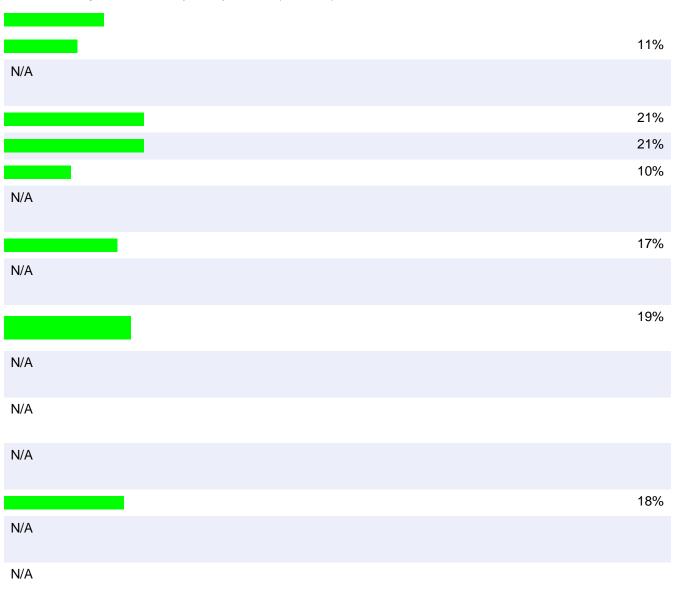
Page 120 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 121 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



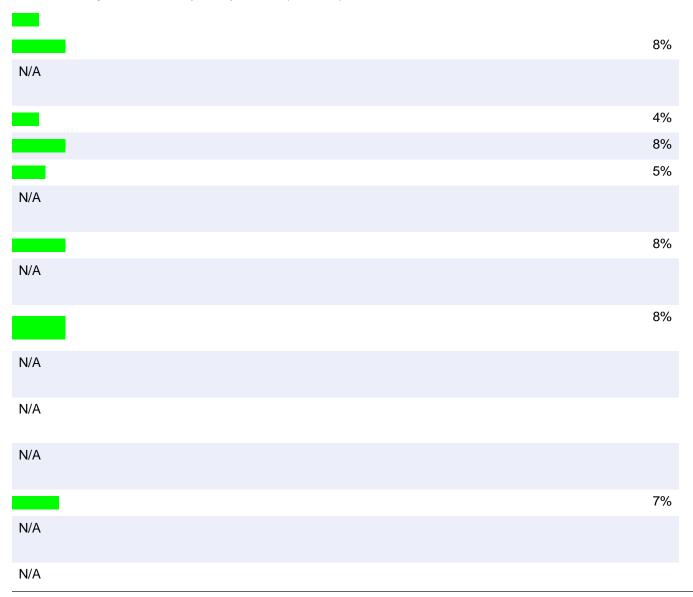
Page 122 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



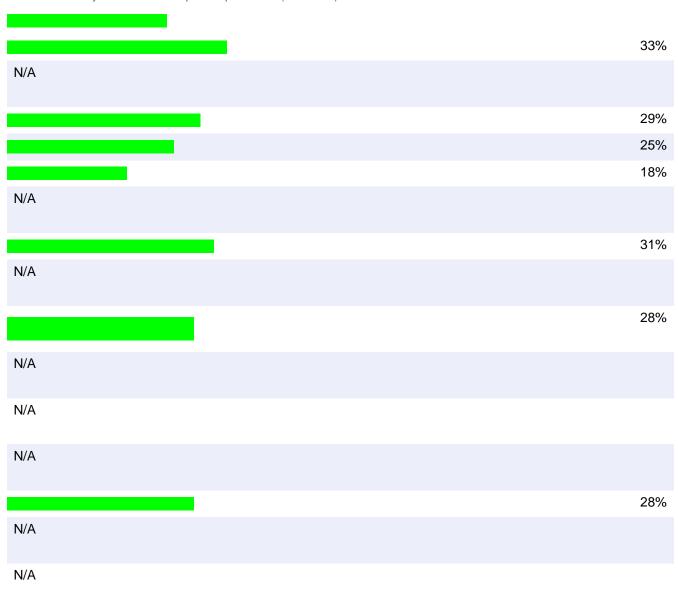
Page 123 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



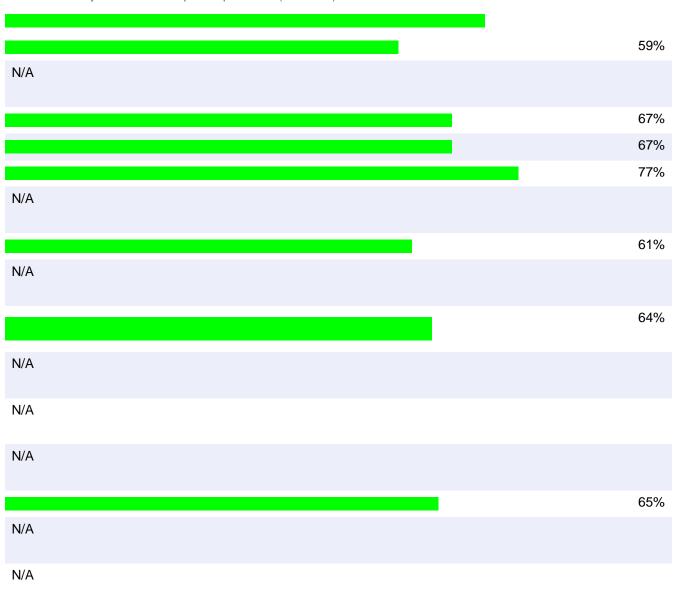
Page 124 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



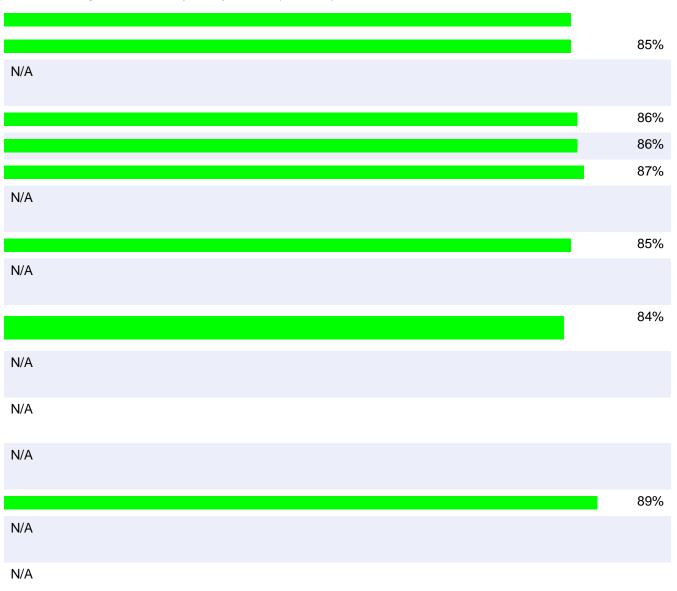
Page 125 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 126 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



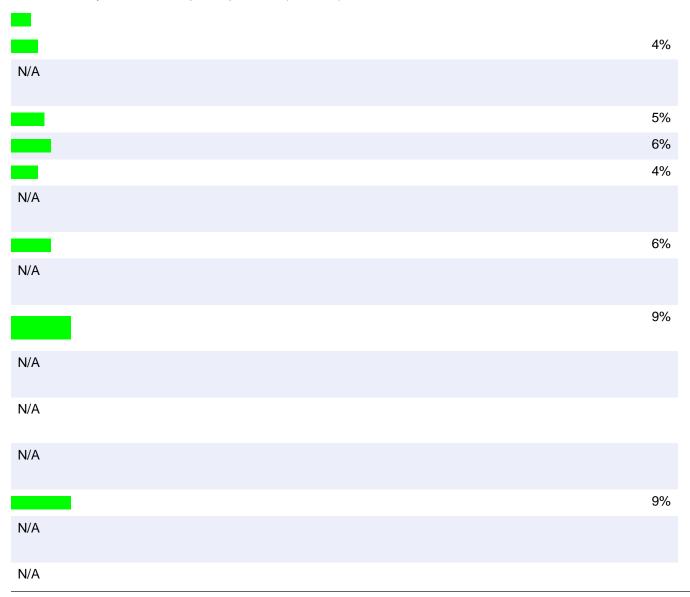
Page 127 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	15%
N/A	
	14%
	14%
	13%
N/A	
	15%
N/A	
	16%
N/A	
N/A	
N/A	
	11%
N/A	
N/A	

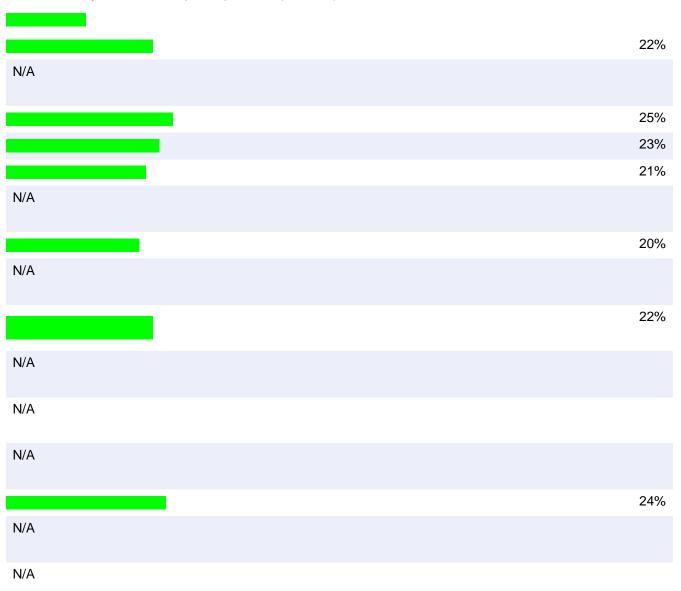
Page 128 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 129 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



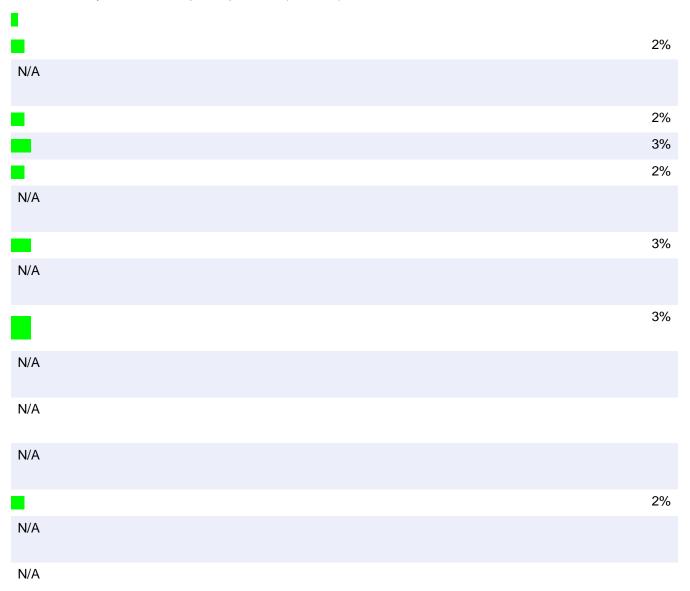
Page 130 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



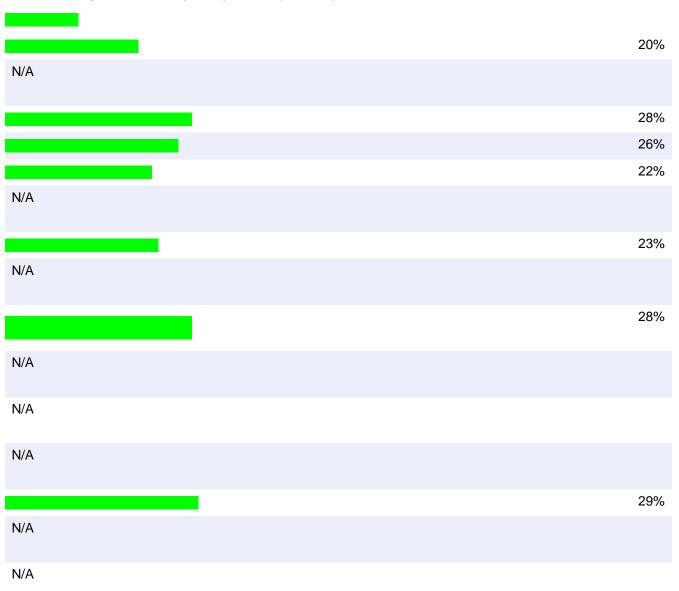
Page 131 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 132 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 133 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



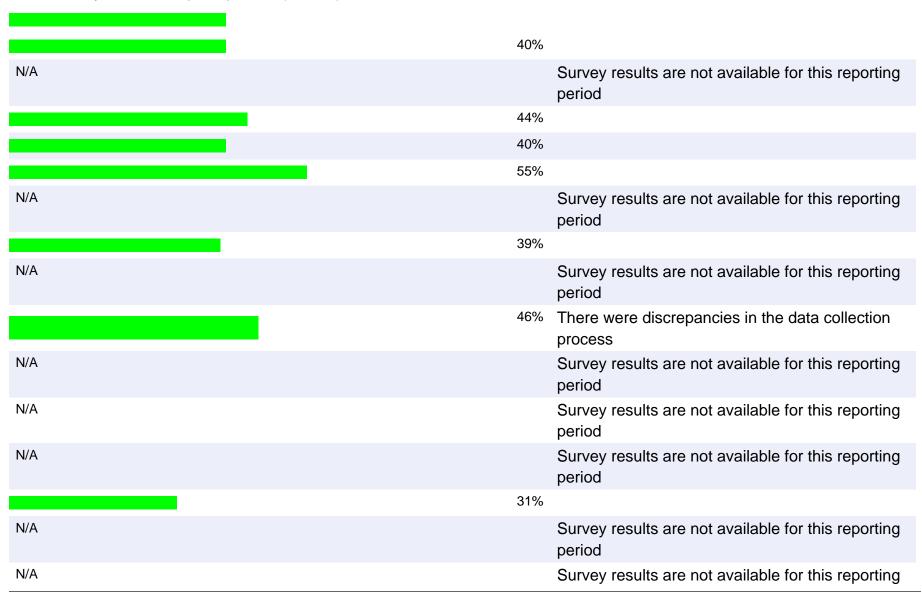
Page 134 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more 300 or more N/A 300 or more 300 or more Between 100 and 299 N/A 300 or more N/A 300 or more N/A N/A N/A Between 100 and 299 N/A N/A

Page 135 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 136 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	MANOR	
241363	STEVENS COMMUNITY MEDICAL CENTER	400 EAST FIRST STREET, PO BOX 660
241372	MADISON HOSPITAL	820 THIRD AVENUE
241370	ST GABRIELS HOSPITAL	815 SOUTHEAST SECOND STREET
241376	GLACIAL RIDGE HOSPITAL	10 4TH AVENUE SOUTHEAST
241367	FIRSTLIGHT HEALTH SYSTEM	301 SOUTH HIGHWAY 65
241366	MEEKER MEMORIAL HOSPITAL	612 SOUTH SIBLEY AVENUE
241326	CENTRACARE HEALTH SYSTEM - LONG PRAIRIE	20 NINTH STREET SOUTHEAST
241321	HOLY TRINITY HOSPITAL	115 WEST SECOND STREET, BOX 157
240030	DOUGLAS COUNTY HOSPITAL	111 17TH AVENUE EAST
241314	JOHNSON MEMORIAL HOSPITAL	1282 WALNUT STREET
241342	ORTONVILLE AREA HEALTH SERVICES	450 EASTVOLD AVE
241365	SWIFT COUNTY BENSON HOSPITAL	1815 WISCONSIN AVENUE

Page 137 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

MORRIS	MN
MADISON	MN
LITTLE FALLS	MN
GLENWOOD	MN
MORA	MN
LITCHFIELD	MN
LONG PRAIRIE	MN
GRACEVILLE	MN
ALEXANDRIA	MN
DAWSON	MN
ORTONVILLE	MN
BENSON	MN

Page 138 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

56267	STEVENS	3205891313
56256	LAC QUI PARLE	3205987556
56345	MORRISON	3206325441
56334	POPE	3206342208
55051	KANABEC	3206791212
55355	MEEKER	3206933242
56347	TODD	3207327210
56240	BIG STONE	3207487223
56308	DOUGLAS	3207621511
56232	LAC QUI PARLE	3207694323
56278	BIG STONE	3208392502
56215	SWIFT	3208434232

Page 139 of 374 09/20/2011

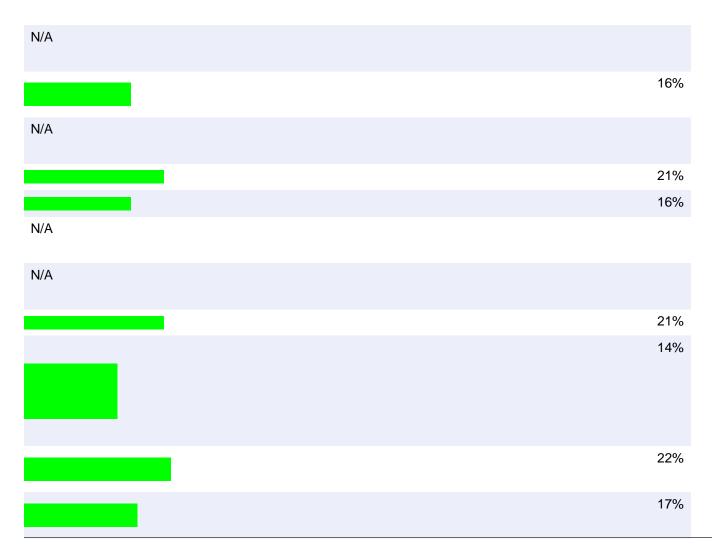
Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 4% N/A 2% 2% N/A N/A 3% 0% 2% 1%

Page 140 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



Page 141 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 142 of 374 09/20/2011

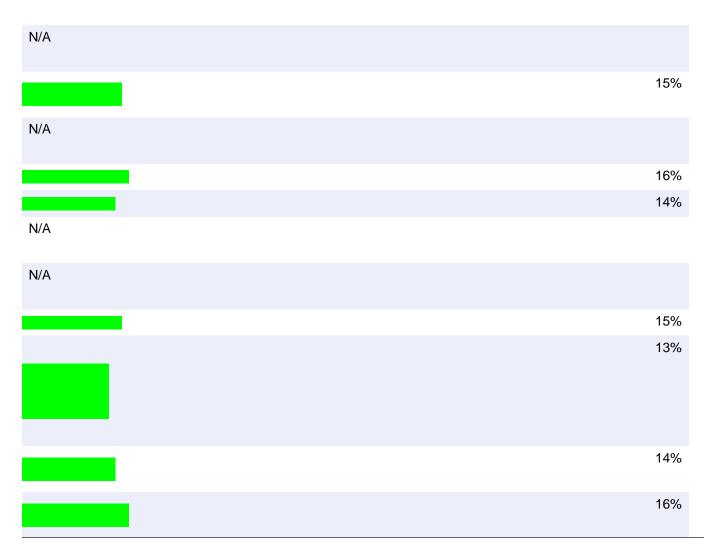
Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 1% N/A 5% 2% N/A N/A 4% 1% 3% 1%

Page 143 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

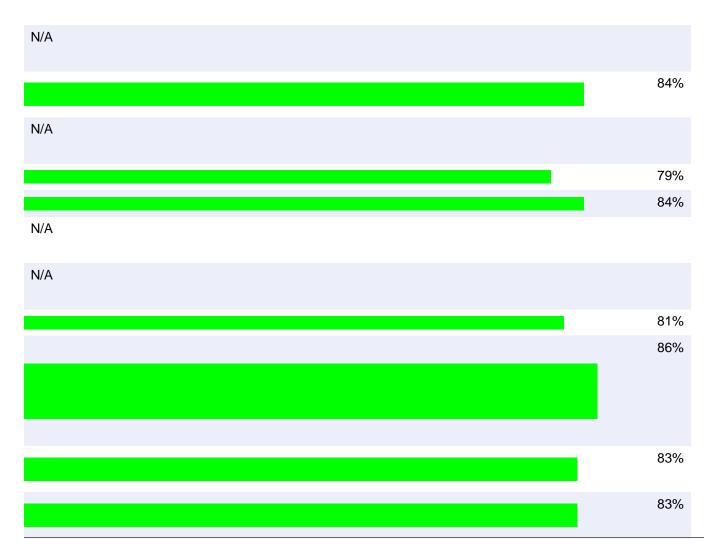
N/A



Page 144 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 145 of 374 09/20/2011

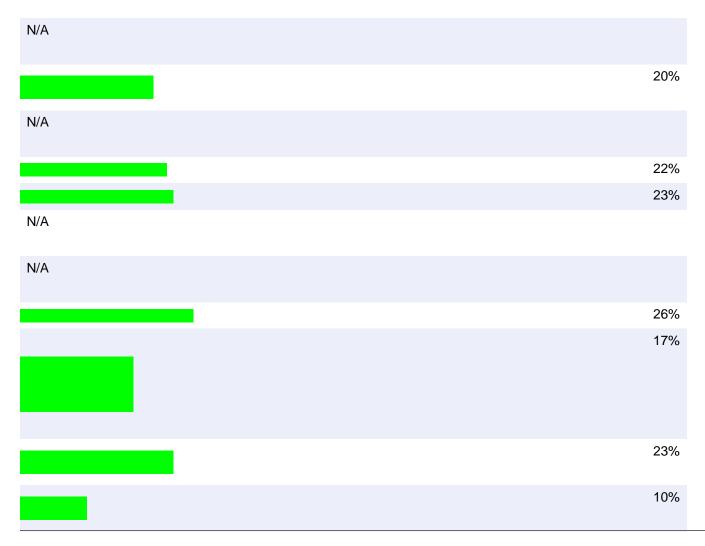
Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 4% N/A 5% 3% N/A N/A 5% 2% 2% 1%

Page 146 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

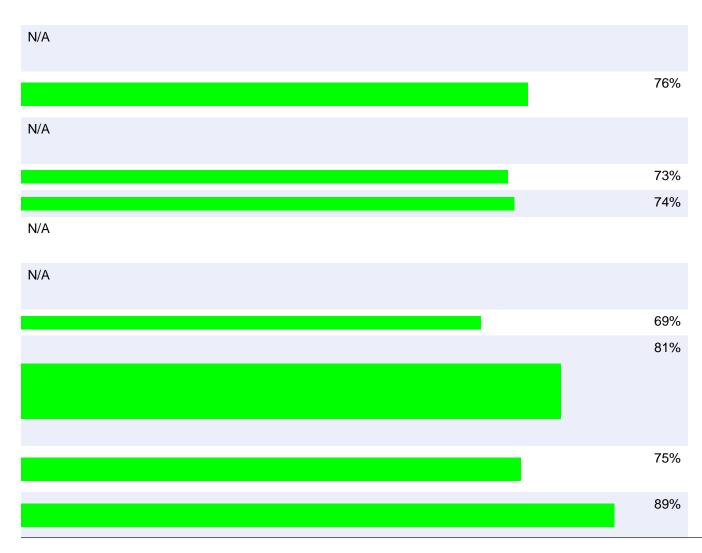
N/A



Page 147 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 148 of 374 09/20/2011

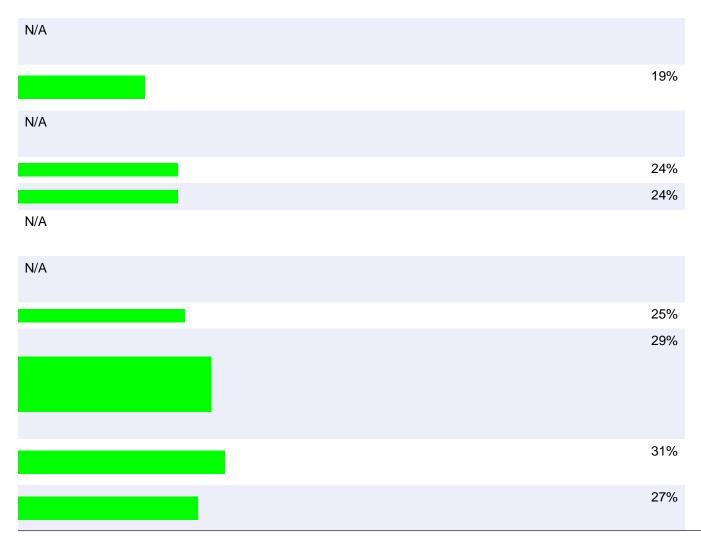
Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 7% N/A 5% 3% N/A N/A 6% 3% 2% 1%

Page 149 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

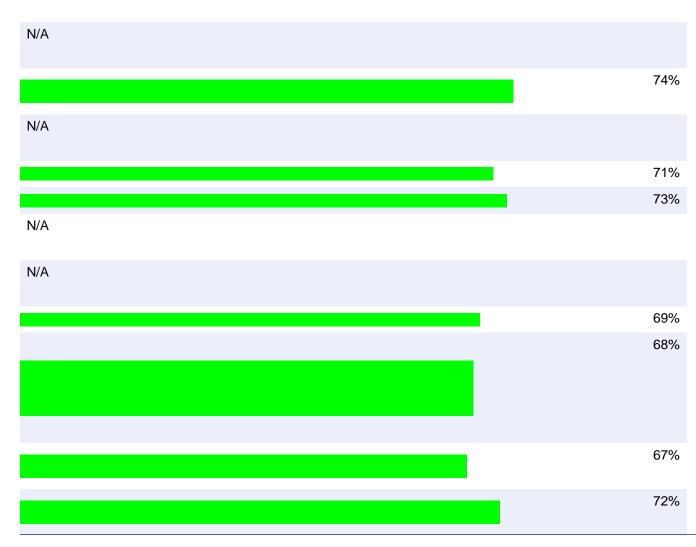
N/A



Page 150 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

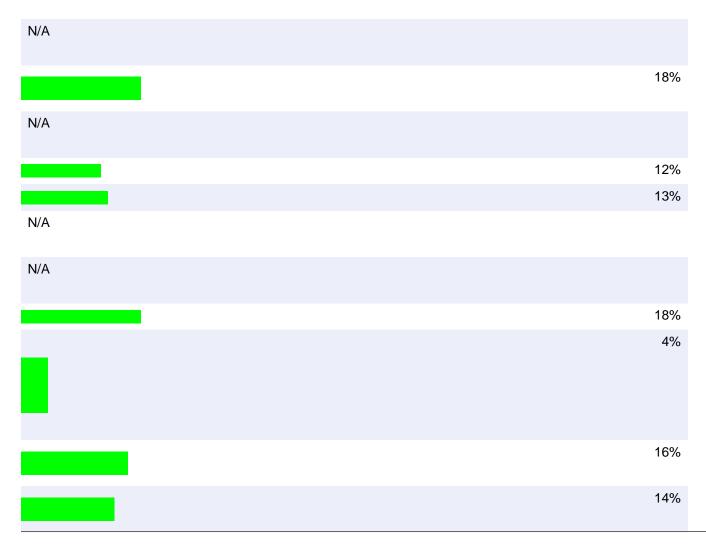




Page 151 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

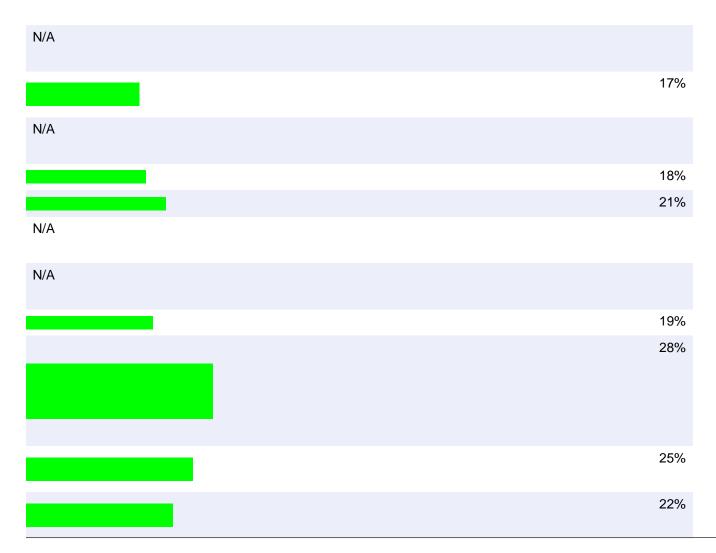
N/A



Page 152 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

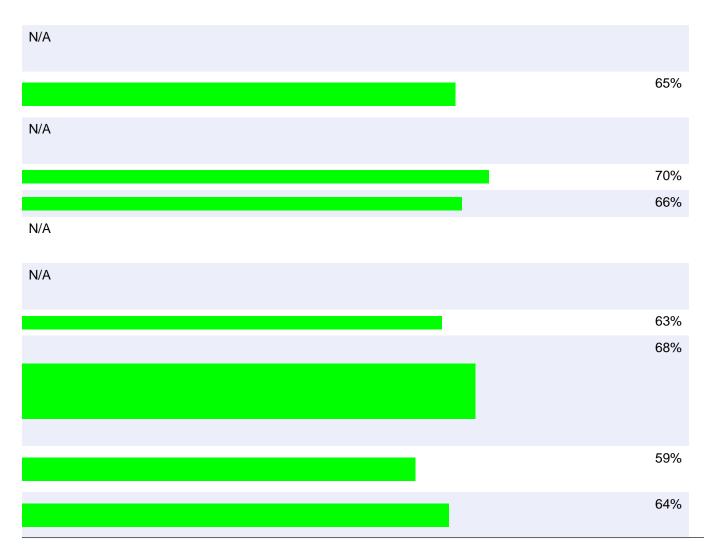
N/A



Page 153 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 154 of 374 09/20/2011

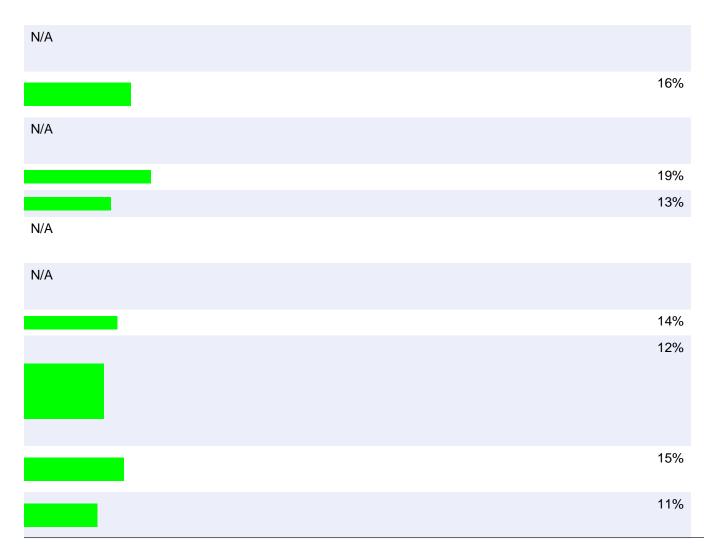
Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 2% N/A 4% 4% N/A N/A 4% 1% 3% 3%

Page 155 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

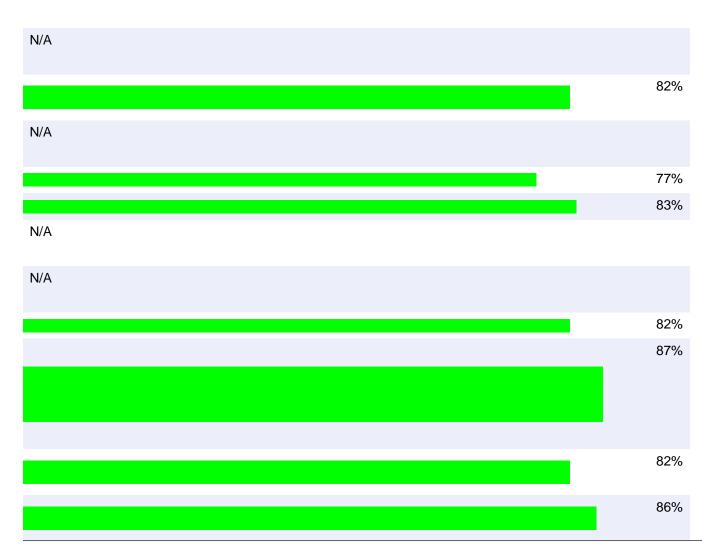
N/A



Page 156 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 157 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

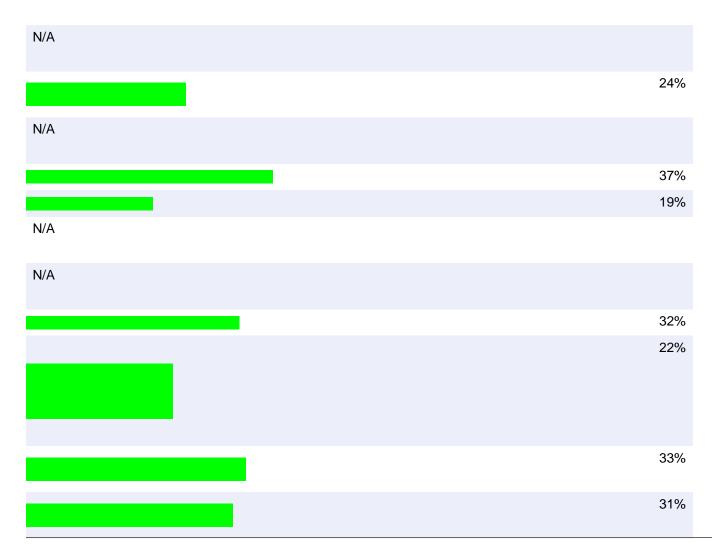
N/A N/A 5% N/A 8% 3% N/A N/A 10% 2% 3%

Page 158 of 374 09/20/2011

2%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

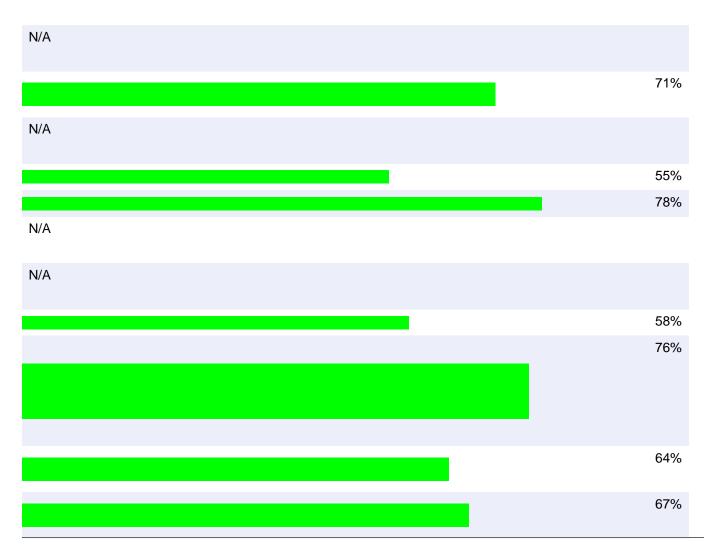




Page 159 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



Page 160 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

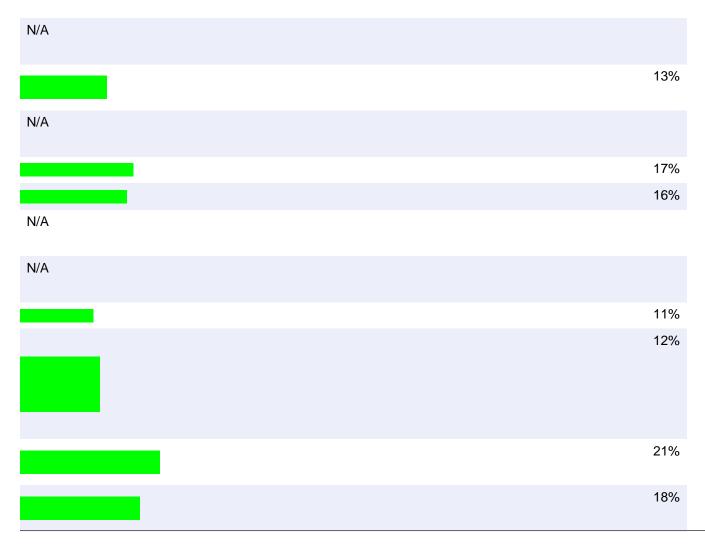




Page 161 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



Page 162 of 374 09/20/2011

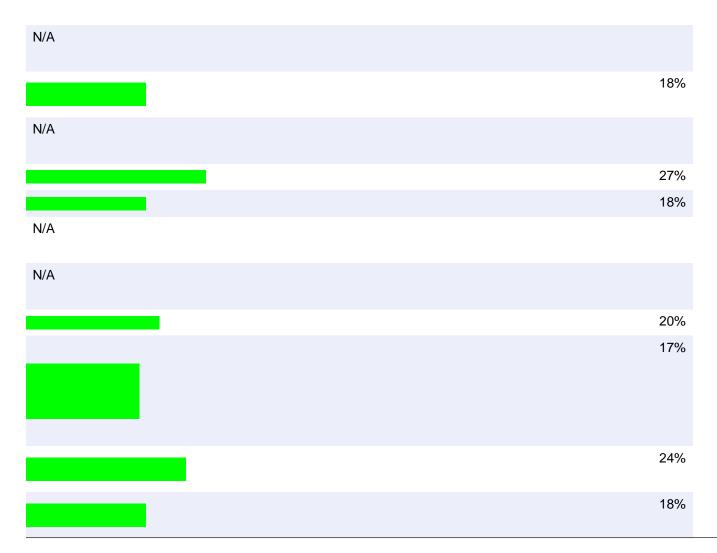
Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 6% N/A 4% 5% N/A N/A 7% 0% 4% 1%

Page 163 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

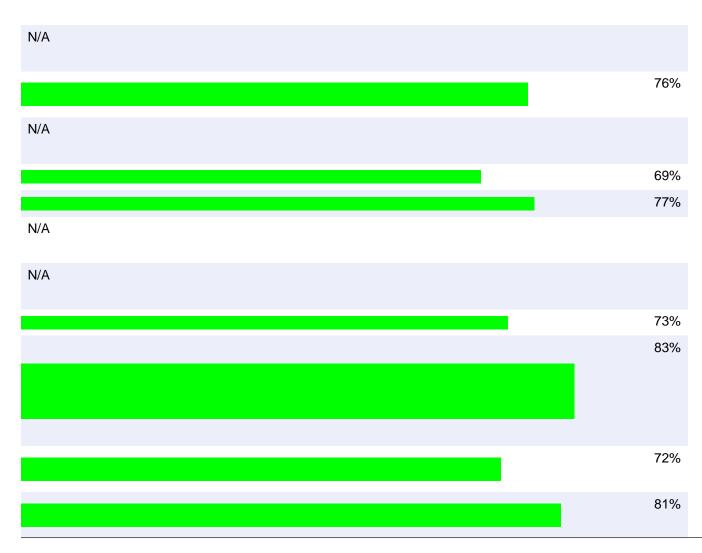
N/A



Page 164 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 165 of 374 09/20/2011

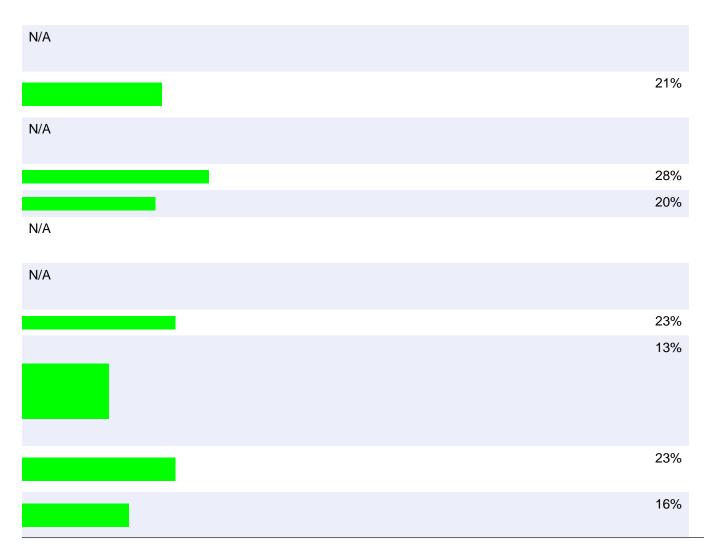
Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 5% N/A 4% 2% N/A N/A 4% 0% 2% 2%

Page 166 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

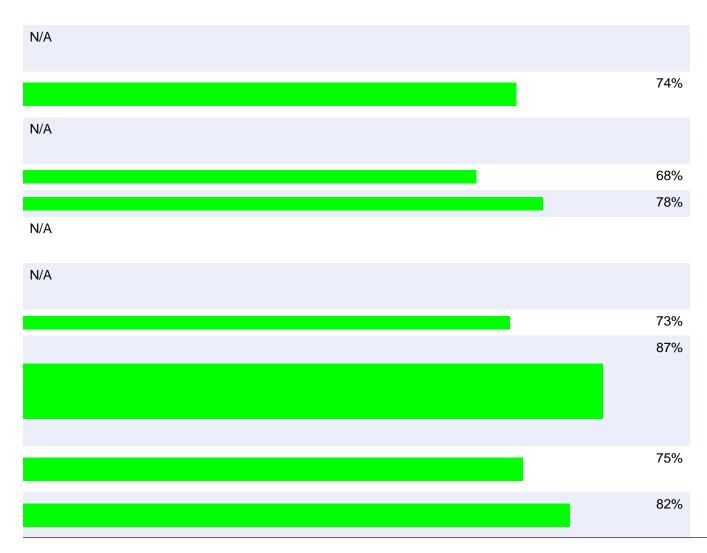




Page 167 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



Page 168 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A
N/A
Between 100 and 299
N/A
300 or more
Between 100 and 299
N/A
N/A
300 or more
Fewer than 100
Between 100 and 299
Between 100 and 299

Page 169 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	period	
N/A	Survey results are not available for this reporting	ıg
N/A	Survey results are not available for this reporting	ıg
	46%	
N/A	Survey results are not available for this reporting	ıg
	49%	
	43%	
N/A	Survey results are not available for this reporting	ıg
N/A	Survey results are not available for this reporting	ıg
	62%	
	52% Fewer than 100 Patients completed the HCAHI survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance., There were discrepancies in the data collection process	PS
	46%	
	52% There were discrepancies in the data collection process	

Page 170 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

241331	ALBANY AREA HOSPITAL	300 THIRD AVENUE
241355	GLENCOE REGIONAL HEALTH SERVICES	1805 HENNEPIN AVENUE NORTH
241347	SANFORD CANBY MEDICAL CENTER	112 ST OLAF AVENUE SOUTH
241378	NEW ULM MEDICAL CENTER	1324 FIFTH NORTH STREET
240166	FAIRMONT MEDICAL CENTER	835 JOHNSON STREET, PO BOX 835
241348	TYLER HEALTHCARE CENTER	240 WILLOW STREET
240010	MAYO CLINIC - SAINT MARYS HOSPITAL	1216 SECOND STREET WEST
241346	CANNON FALLS MED CTR MAYO	1116 WEST MILL STREET
240061	MAYO CLINIC - METHODIST HOSPITAL	201 WEST CENTER STREET
241302	SANFORD WESTBROOK MEDICAL CENTER	920 BELL AVENUE PO BOX 188

Page 171 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	ALBANY	MN
	GLENCOE	MN
	CANBY	MN
	NEW ULM	MN
	FAIRMONT	MN
	TYLER	MN
	ROCHESTER	MN
	CANNON FALLS	MN
	ROCHESTER	MN
	WESTBROOK	MN

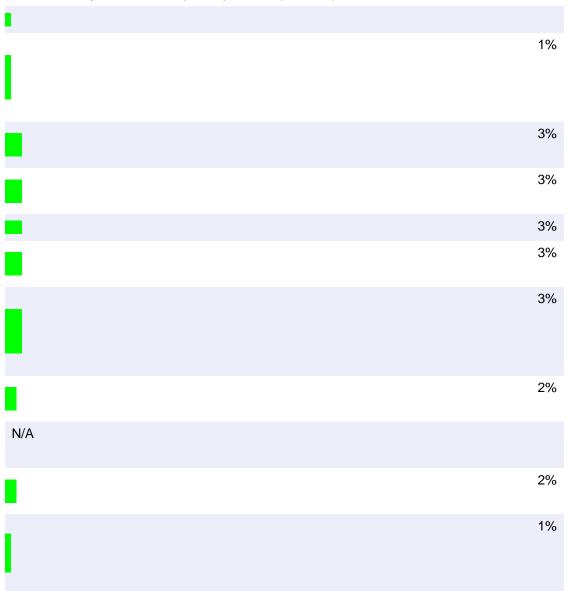
Page 172 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

56307	STEARNS	3208452121
55336	MCLEOD	3208643121
56220	YELLOW MEDICINE	5072237277
56073	BROWN	5072331000
56031	MARTIN	5072388100
56178	LINCOLN	5072475521
55902	OLMSTED	5072555123
55009	GOODHUE	5072634221
55902	OLMSTED	5072667890
56183	COTTONWOOD	5072746121

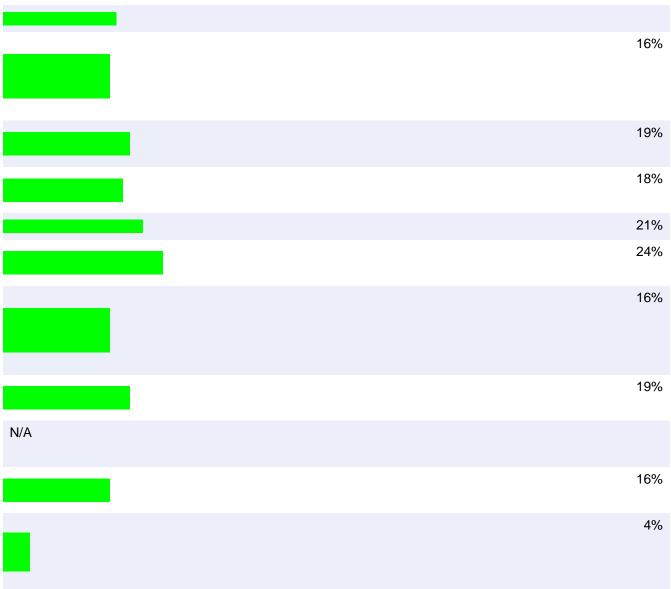
Page 173 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 174 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 175 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 176 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



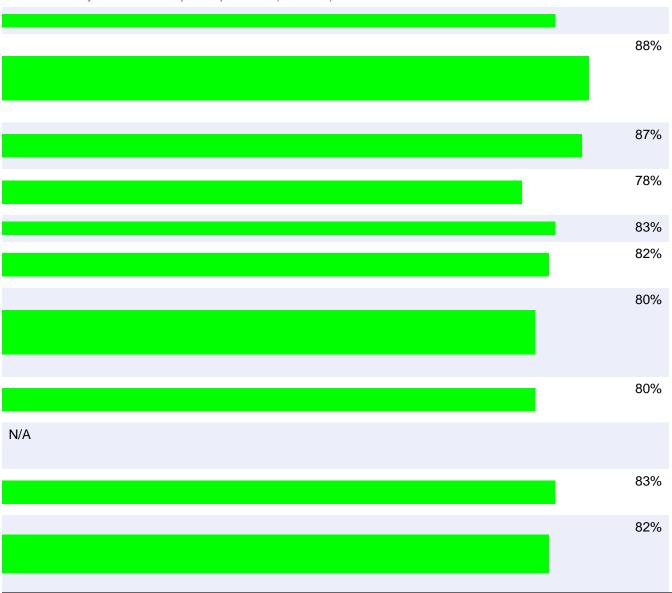
Page 177 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

zaced on earrey or randing receptal Experiences (result e)	
	1201
	10%
	11%
	19%
	14%
	15%
	18%
	19%
N/A	
	16%
	17%

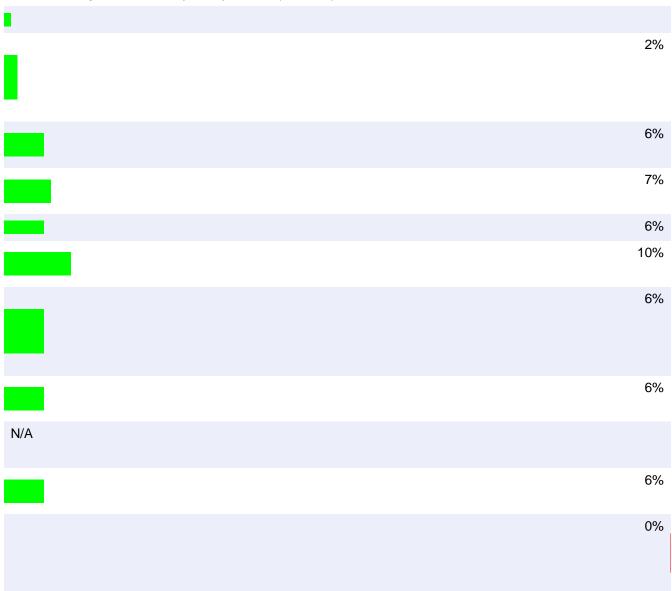
Page 178 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



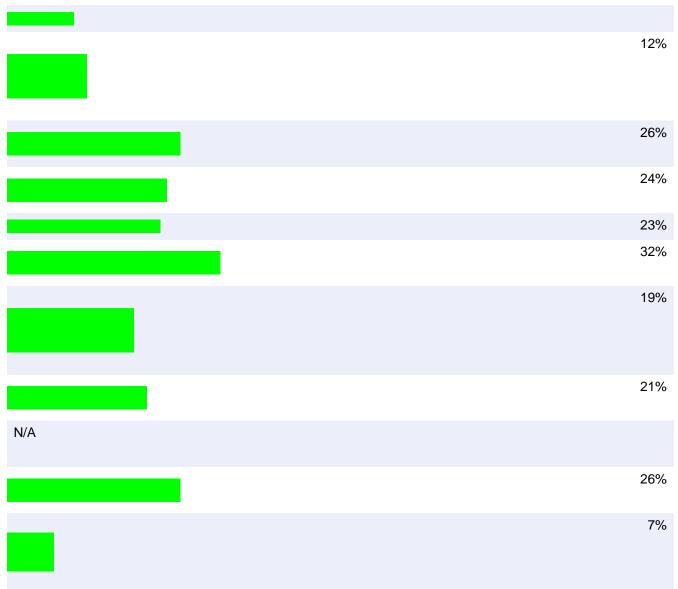
Page 179 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 180 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



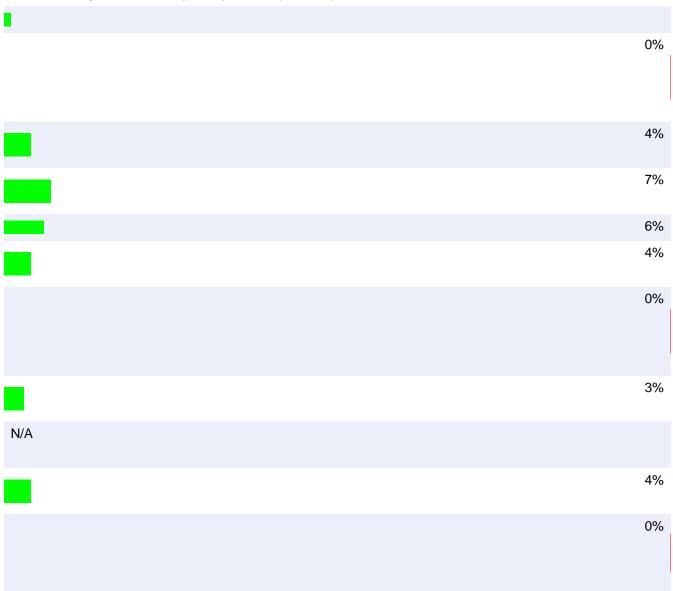
Page 181 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



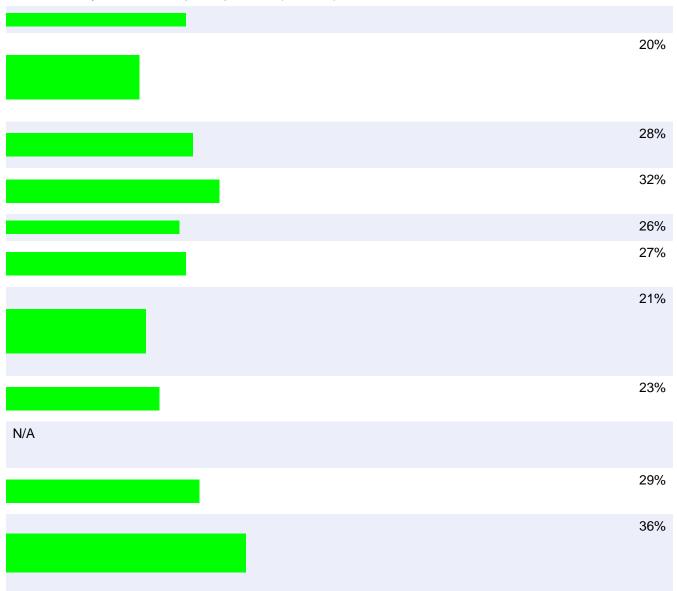
Page 182 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 183 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 184 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



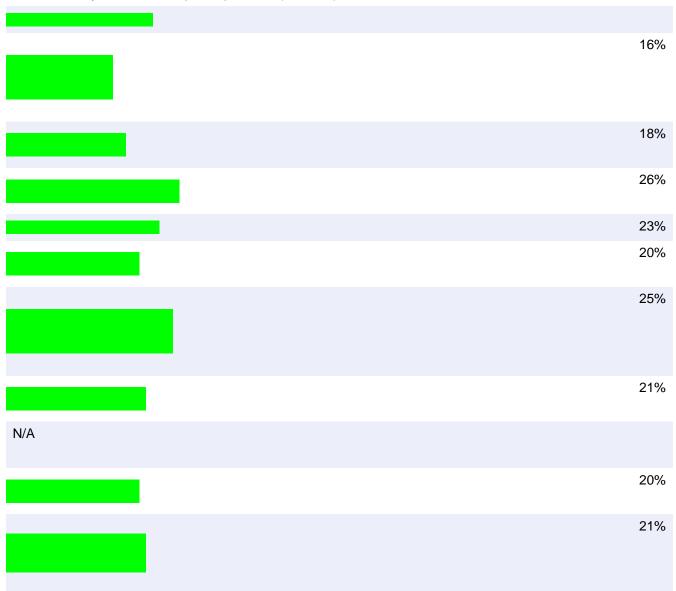
Page 185 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

badda dir darvoy dir allorito ricopital Exponditodo (iroxii ii o)	
	16%
	20%
	13%
	16%
	20%
	20%
	13%
N/A	
	14%
	16%

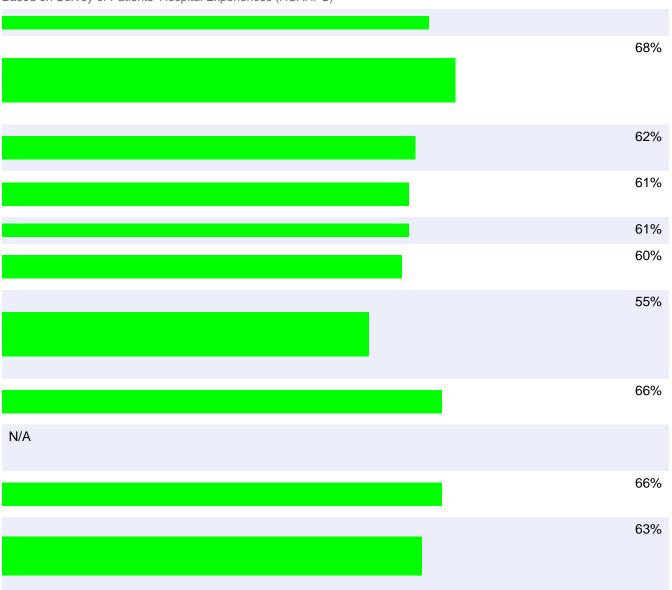
Page 186 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



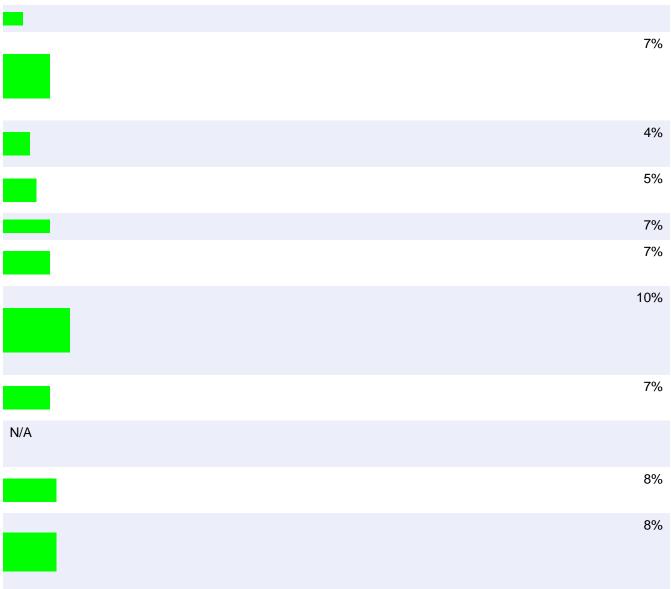
Page 187 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 188 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



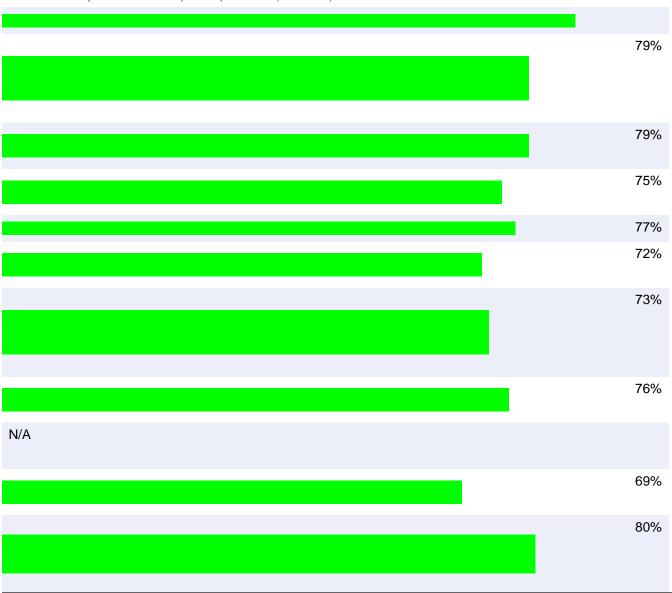
Page 189 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Eucou on Curroy or randing recognition and critical and control of the curroy of randing recognition and curroy or recognition	
	14%
	17%
	20%
	16%
	21%
	17%
	17%
N/A	
	23%
	12%

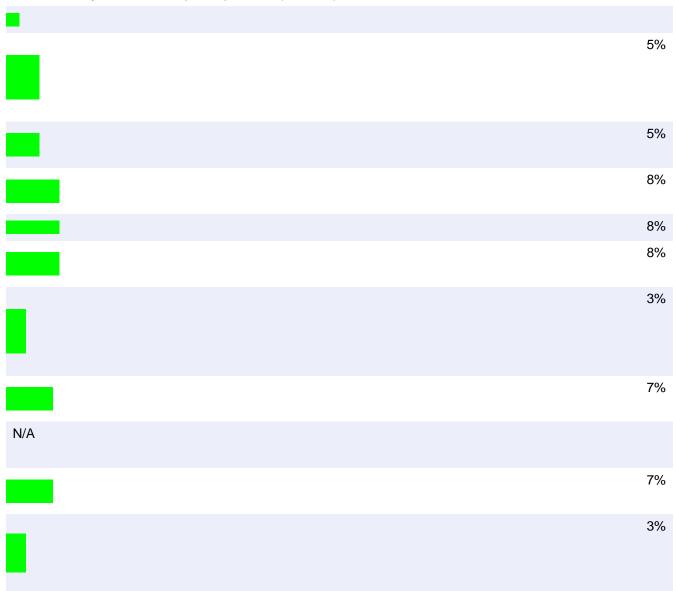
Page 190 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



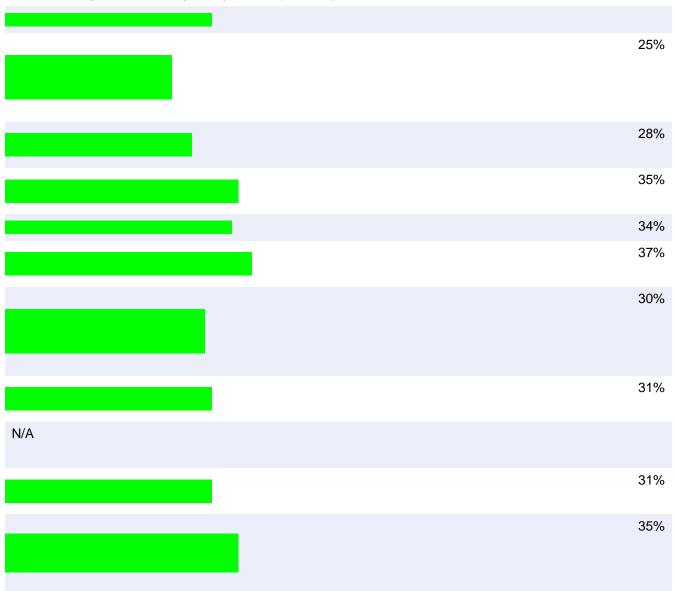
Page 191 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 192 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 193 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 194 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 195 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Eucou on Curroy or randing recognition and control with Cy	
	10%
	18%
	15%
	13%
	14%
	17%
	14%
N/A	
	10%
	10%

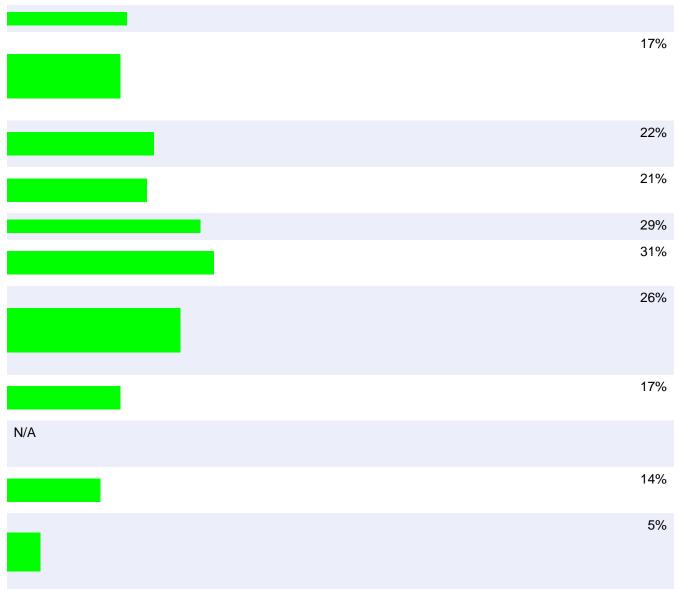
Page 196 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 197 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 198 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



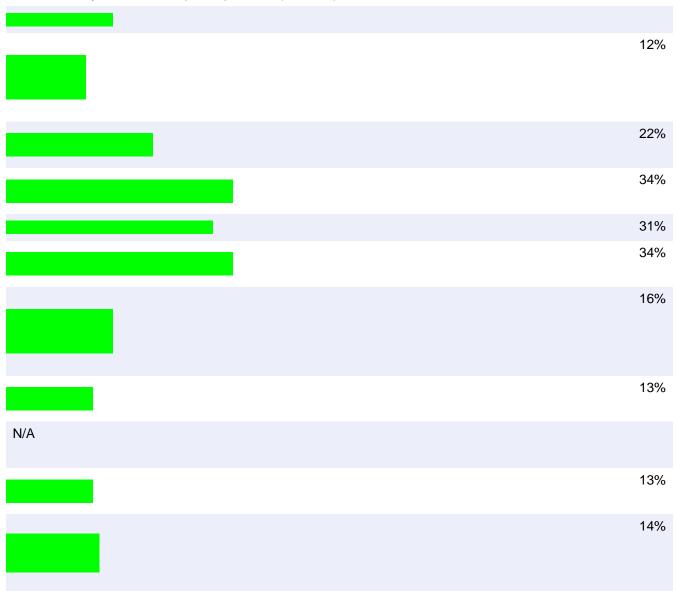
Page 199 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 200 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 201 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 202 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Fewer than 100
300 or more
Between 100 and 299
300 or more
300 or more
Fewer than 100
300 or more
N/A
300 or more
Fewer than 100

Page 203 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

process
43% Fewer than 100 Patients completed the HCAHP survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
40%
44%
44%
41%
44% Fewer than 100 Patients completed the HCAHP survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
51%
Survey results are not available for this reporting period
56%
Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with

Page 204 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Trospital Experiences (FIGALIFS)		
241339	HENDRICKS COMMUNITY HOSPITAL	503 E LINCOLN STREET
241371	SANFORD LUVERNE MEDICAL CENTER	1600 NORTH KNISS AVENUE P O BOX 1019
240071	DISTRICT ONE HOSPITAL	200 STATE AVENUE
240022	SANFORD WORTHINGTON MEDICAL CENTER	1018 SIXTH AVENUE PO BOX 997
240043	NAEVE HOSPITAL	404 WEST FOUNTAIN STREET
241333	ST JAMES MEDICAL CENTER - MAYO HEALTH SYSTEM	1101 MOULTON AND PARSONS DRIVE
240117	AUSTIN MEDICAL CENTER	1000 FIRST DRIVE NORTHWEST
240069	OWATONNA HOSPITAL	2250 26TH STREET NORTHWEST
240044	WINONA HEALTH SERVICES	855 MANKATO AVENUE
241369	UNITED HOSPITAL DISTRICT	515 SOUTH MOORE STREET, PO BOX 160
240006	OLMSTED MEDICAL CENTER	1650 FOURTH STREET SOUTHEAST
241359	AVERA MARSHALL REGIONAL	300 SOUTH BRUCE STREET

Page 205 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	HENDRICKS	MN
	LUVERNE	MN
	FARIBAULT	MN
	WORTHINGTON	MN
	ALBERT LEA	MN
	ST JAMES	MN
	AUSTIN	MN
	OWATONNA	MN
	WINONA	MN
	BLUE EARTH	MN
	ROCHESTER	MN
	MARSHALL	MN

Page 206 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatients Trospital	2.400.00.000 (1.07.11.1 0)	
56136	LINCOLN	5072753134
56156	ROCK	5072832321
55021	RICE	5073346451
56187	NOBLES	5073722941
56007	FREEBORN	5073732384
56081	WATONWAN	5073753261
55912	MOWER	5074337351
55060	STEELE	5074513850
55987	WINONA	5074543650
56013	FARIBAULT	5075263273
55904	OLMSTED	5075296600
56258	LYON	5075379661

Page 207 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	3%
	3%
	2%
	2%
	4%
	3%
	4%
	4%
	1%
	3%
	4%

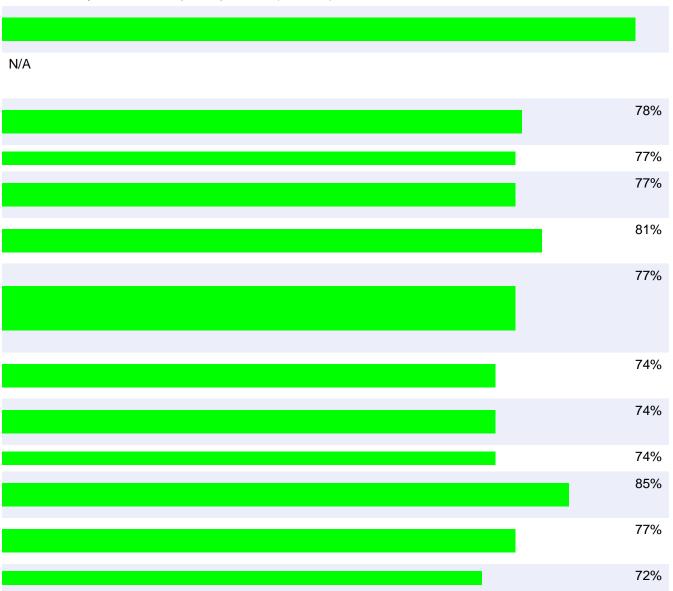
Page 208 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	19%
	20%
	21%
	17%
	19%
	23%
	22%
	22%
	14%
	20%
	24%

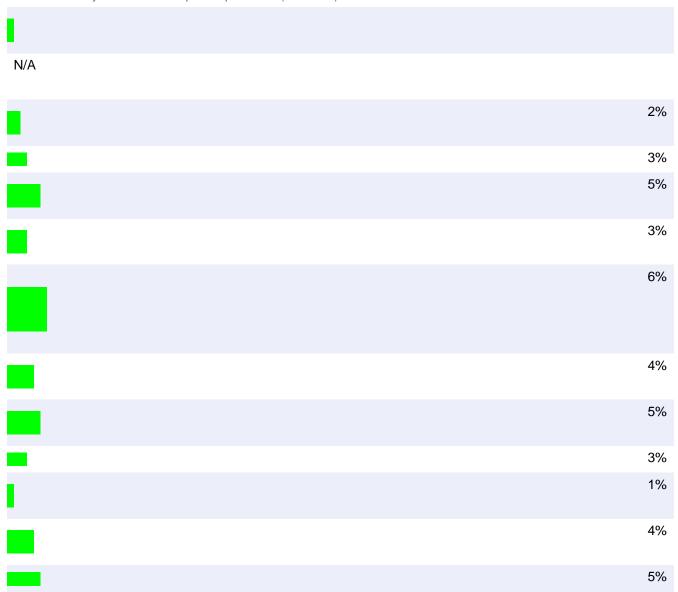
Page 209 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 210 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 211 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	14%
	16%
	22%
	16%
	12%
	17%
	17%
	17%
	11%
	16%
	18%

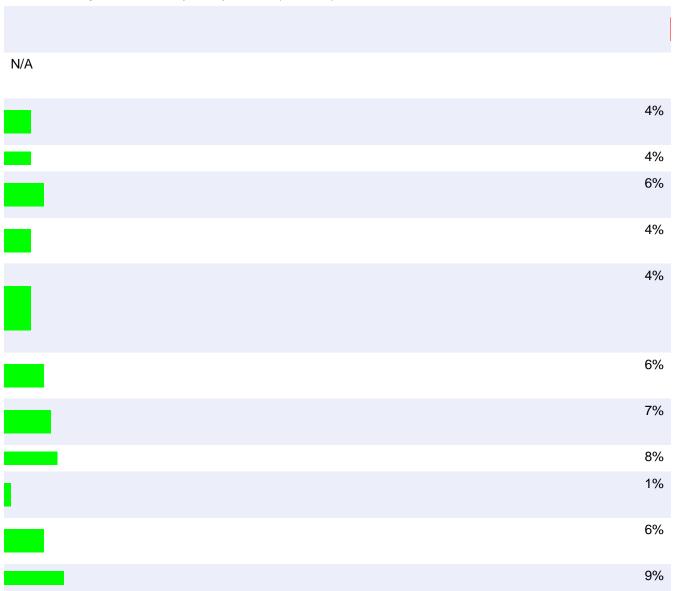
Page 212 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 213 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 214 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	23%
	25%
	25%
	27%
	18%
	29%
	25%
	26%
	23%
	23%
	34%

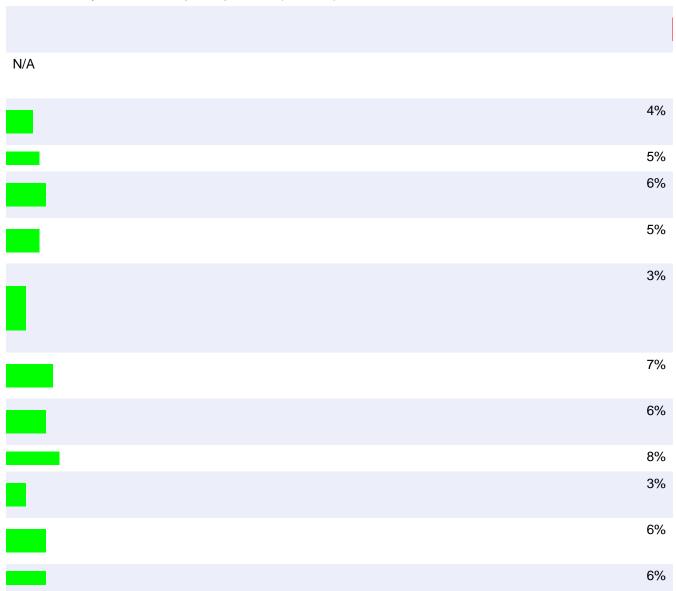
Page 215 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 216 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 217 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Sacou on Curroy of Fationic Frospital Exponences (Floritin O)	
N/A	
	26%
	26%
	28%
	24%
	16%
	28%
	27%
	32%
	22%
	26%
	26%

Page 218 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 219 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	·	•		
N/A				
				16%
				13%
				16%
				13%
				24%
				17%
				21%
				21%
				12%
				14%
				25%

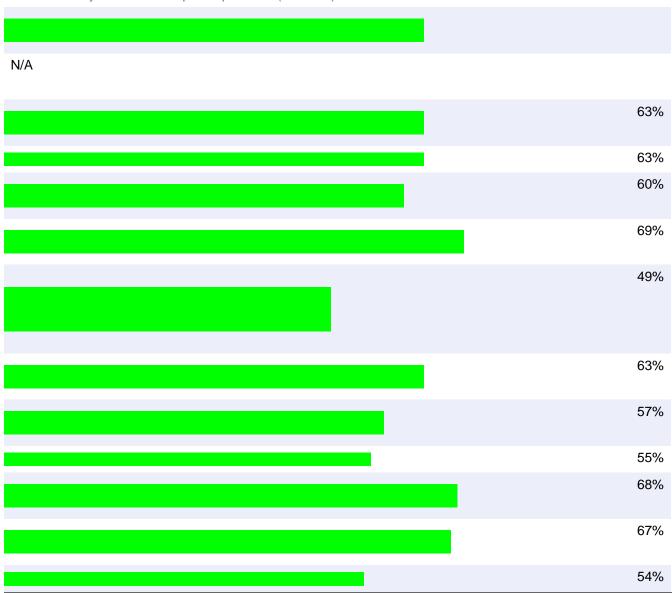
Page 220 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	21%
	24%
	24%
	18%
	27%
	20%
	22%
	24%
	20%
	19%
	21%

Page 221 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 222 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of ourvey of Fatterits Trospital Experiences (FIGATIF 3)	
N/A	
	6%
	5%
	3%
	4%
	0%
	4%
	7%
	7%
	3%
	6%
	7%

Page 223 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	13%
	20%
	16%
	16%
	9%
	15%
	22%
	24%
	14%
	23%
	20%

Page 224 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 225 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	8%
	6%
	6%
	7%
	4%
	11%
	8%
	10%
	3%
	8%
	9%

Page 226 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	26%
	31%
	31%
	35%
	18%
	35%
	39%
	35%
	22%
	35%
	32%

Page 227 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 228 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 229 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	21%
	17%
	18%
	17%
	19%
	22%
	15%
	18%
	10%
	11%
	17%

Page 230 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A 4% 7% 7% 7% 6% 10% 10% 10% 10% 7%	Education Garvey of Fationic Prospital Experiences (Fig. 11 of	
4% 7% 7% 5% 7% 10% 10% 10% 3%		
7% 7% 5% 7% 10% 10% 3%	N/A	
5% 7% 6% 10% 3%		4%
5% 7% 6% 10% 3%		7%
5% 7% 6% 10% 3%		7%
6% 10% 10% 3%		5%
10% 10% 3%		7%
10% 10% 3%		6%
10% 3%		10%
3%		10%
7%		
		7%

Page 231 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	19%
	25%
	27%
	27%
	33%
	28%
	27%
	30%
	17%
	20%
	32%

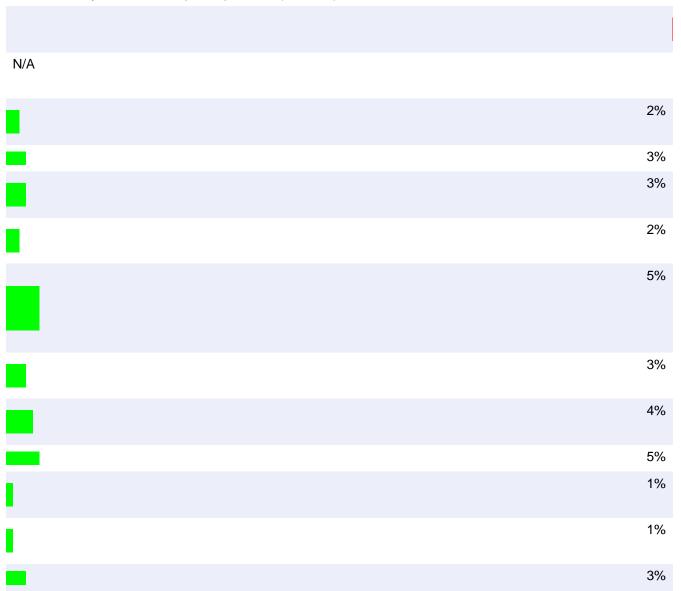
Page 232 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 233 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 234 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	17%
	31%
	33%
	27%
	25%
	34%
	28%
	31%
	17%
	14%
	33%

Page 235 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 236 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,
N/A	
Between 100 and 299	
300 or more	
300 or more	
300 or more	
Fewer than 100	
300 or more	
300 or more	
300 or more	
Between 100 and 299	
300 or more	
300 or more	

Page 237 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Flospital Experiences (FloAriff S)	
	caution, as the number of surveys may be too low to reliably assess hospital performance
N/A	Survey results are not available for this reporting period
	44%
	33%
	41%
	47%
	40% Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	40%
	39%
	40%
	47%
	29%
	43%

Page 238 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on ourvey of Fatients Trospital Experiences (Floring)		
	MEDICAL CTR	
240093	IMMANUEL-ST JOSEPHS-MAYO HEALTH SYSTEM	1025 MARSH STREET BOX 8673
241303	SANFORD TRACY	251 FIFTH STREET EAST
241351	REDWOOD AREA HOSPITAL	100 FALLWOOD ROAD
241323	MADELIA COMMUNITY HOSPITAL	121 DREW AVENUE SOUTHEAST
240014	NORTHFIELD HOSPITAL	2000 NORTH AVENUE
241375	MINNESOTA VALLEY HEALTH CENTER INC	621 SOUTH FOURTH STREET
241352	SPRINGFIELD MEDICAL CENTER MAYO HEALTH SYSTEM	625 NORTH JACKSON STREET
241327	SLEEPY EYE MUNICIPAL HOSPITAL	400 FOURTH AVENUE NORTHWEST
241374	PIPESTONE COUNTY MEDICAL CENTER ASHTON CC	916 4TH AVENUE SOUTHWEST
241332	WINDOM AREA HOSPITAL	2150 HOSPITAL DRIVE, PO BOX 339
241345	WASECA MEDICAL CENTER-MAYO HEALTH SYSTEM	501 NORTH STATE STREET

Page 239 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatients Hospital Experiences (HCARFS)		
	MANKATO	MN
	TRACY	MN
	REDWOOD FALLS	MN
	MADELIA	MN
	NORTHFIELD	MN
	LE SUEUR	MN
	SPRINGFIELD	MN
	SLEEPY EYE	MN
	PIPESTONE	MN
	WINDOM	MN
	WASECA	MN

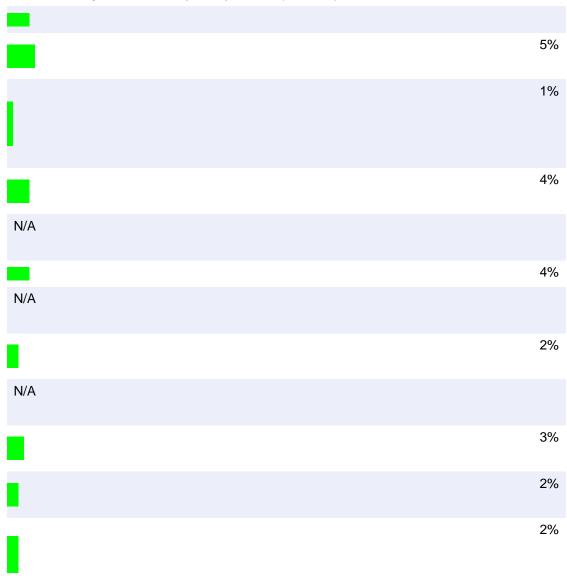
Page 240 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

56002	BLUE EARTH	5076254031
56175	LYON	5076293200
56283	REDWOOD	5076374511
56062	WATONWAN	5076423255
55057	RICE	5076461000
56058	LE SUEUR	5076653375
56087	BROWN	5077236201
56085	BROWN	5077943571
56164	PIPESTONE	5078255811
56101	COTTONWOOD	5078312400
56093	WASECA	5078351210

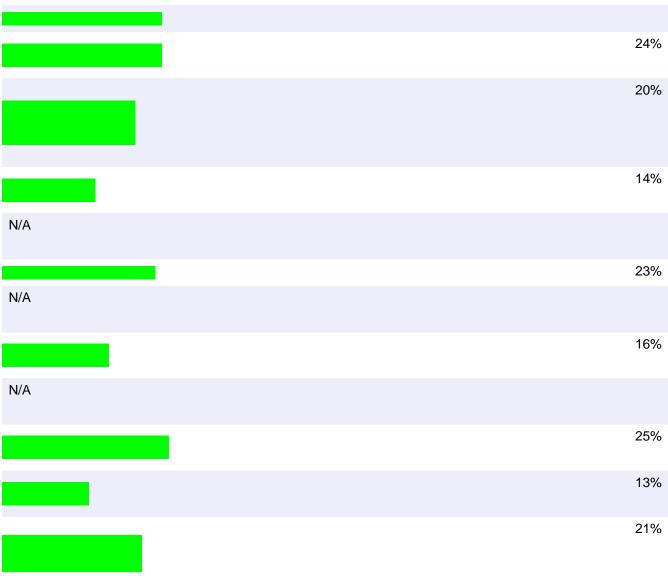
Page 241 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 242 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



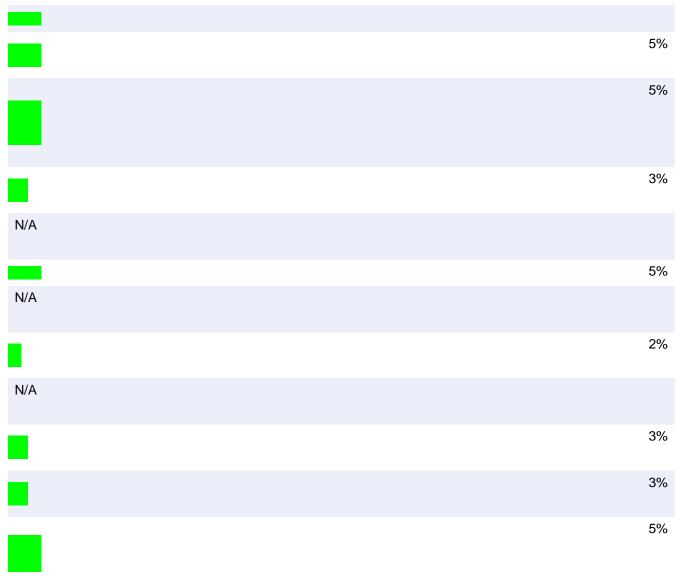
Page 243 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



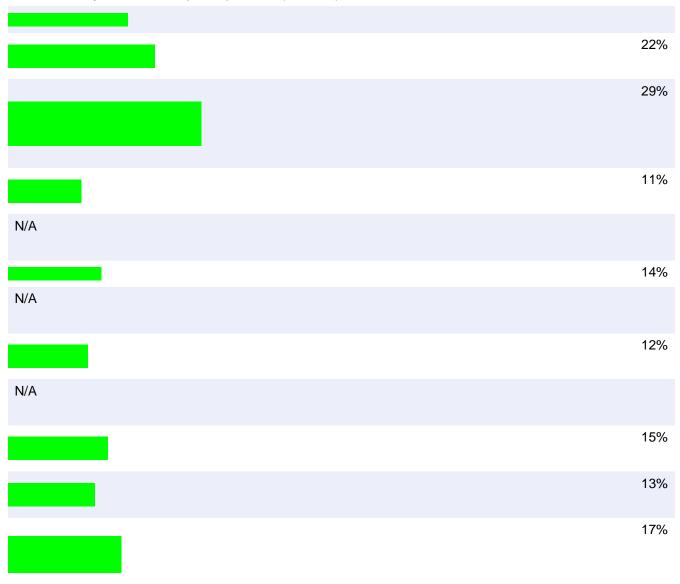
Page 244 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 245 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



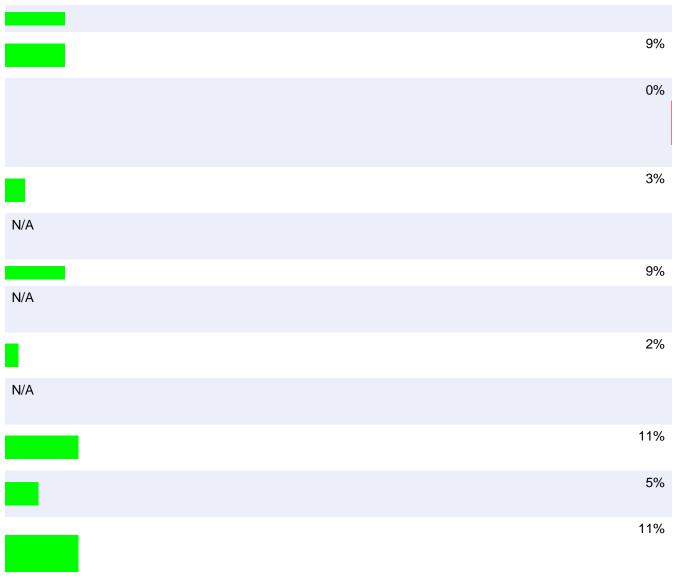
Page 246 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



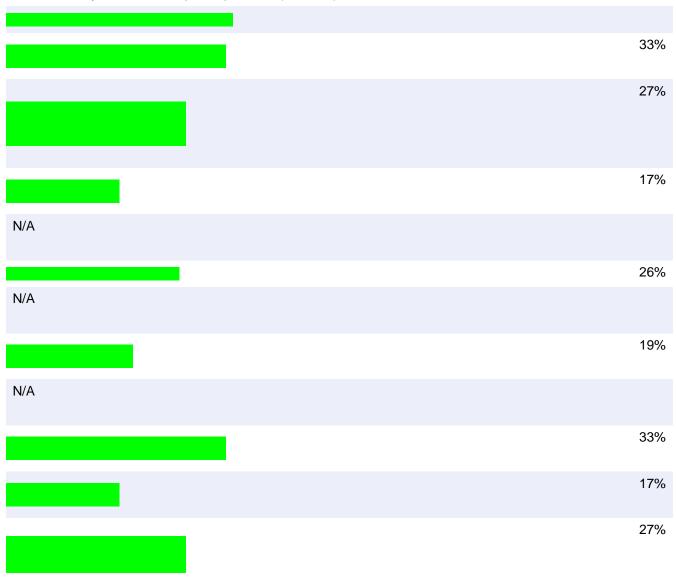
Page 247 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 248 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



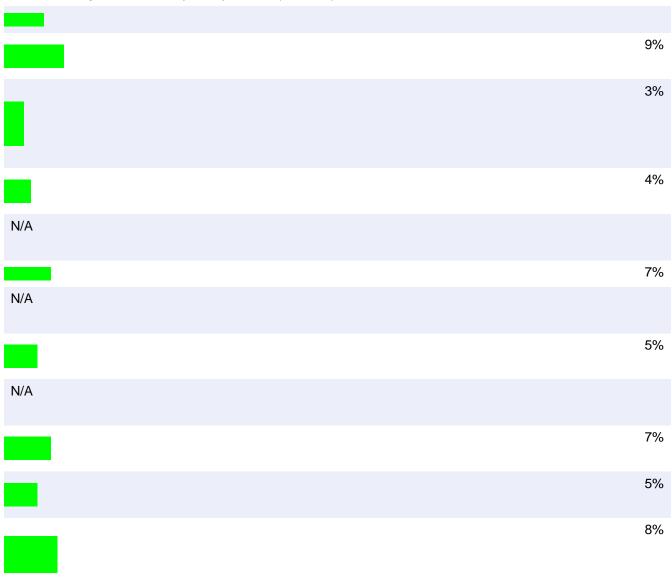
Page 249 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



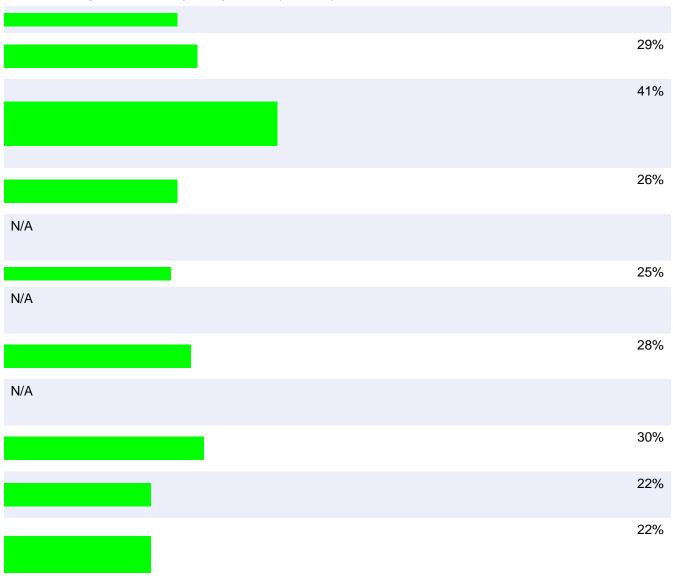
Page 250 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



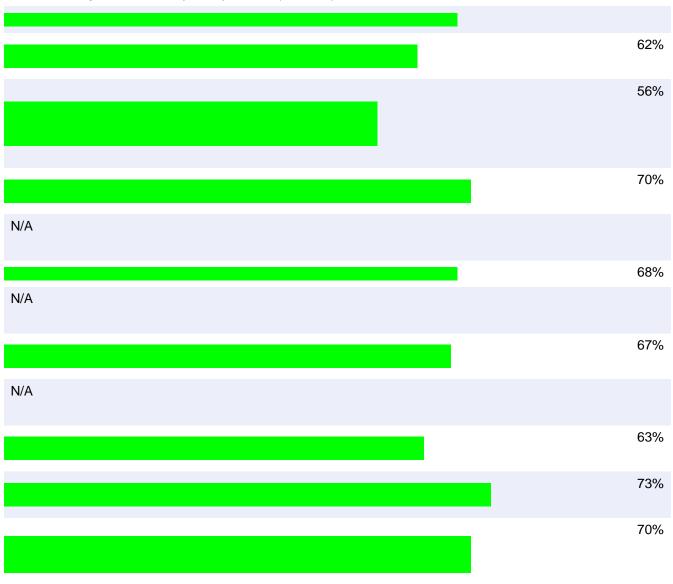
Page 251 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



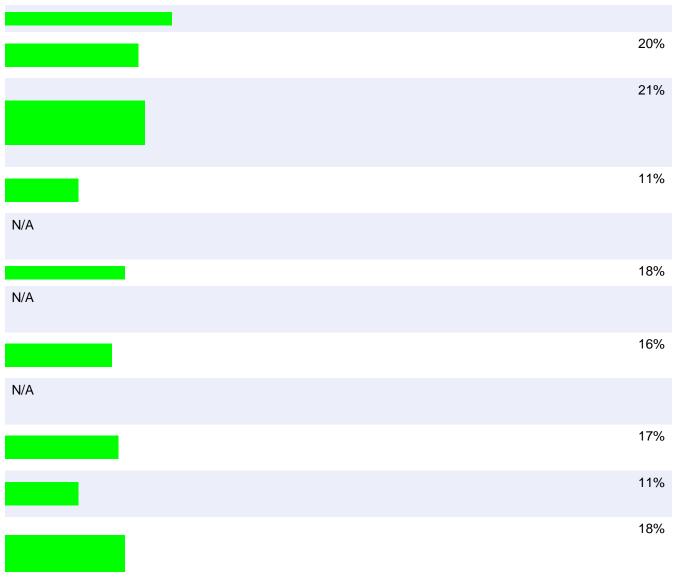
Page 252 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



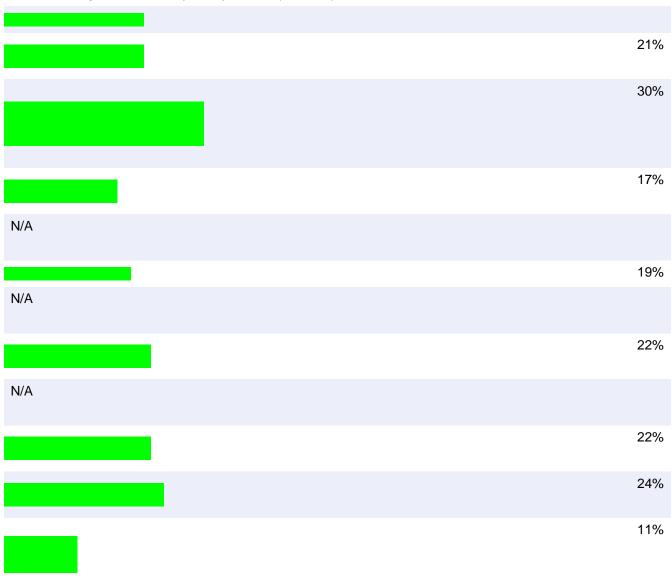
Page 253 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 254 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



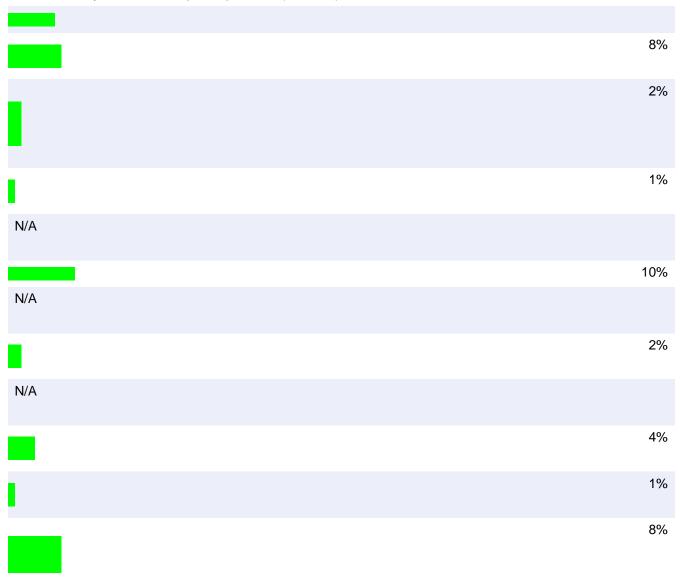
Page 255 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



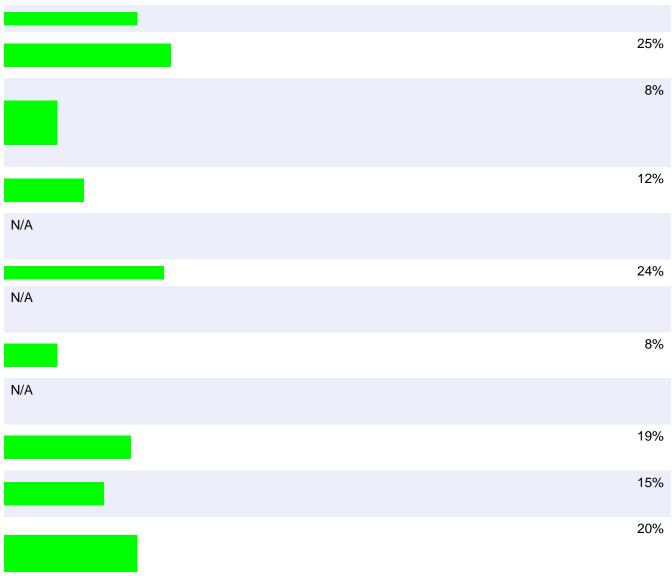
Page 256 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 257 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



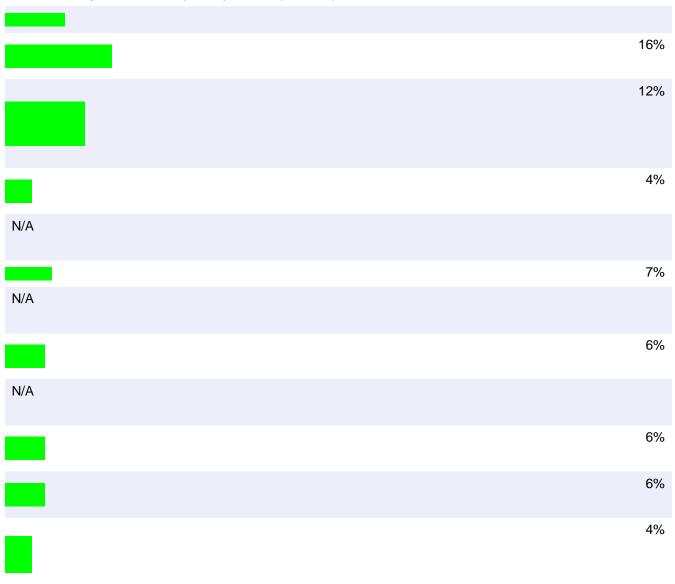
Page 258 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 259 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 260 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 261 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



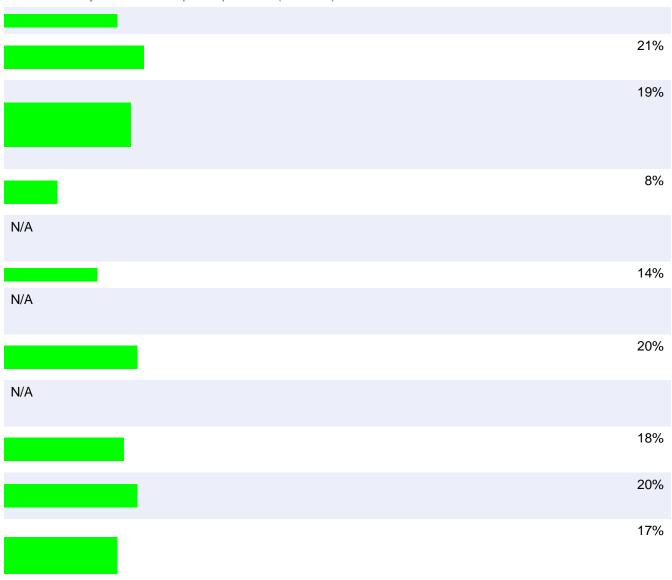
Page 262 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



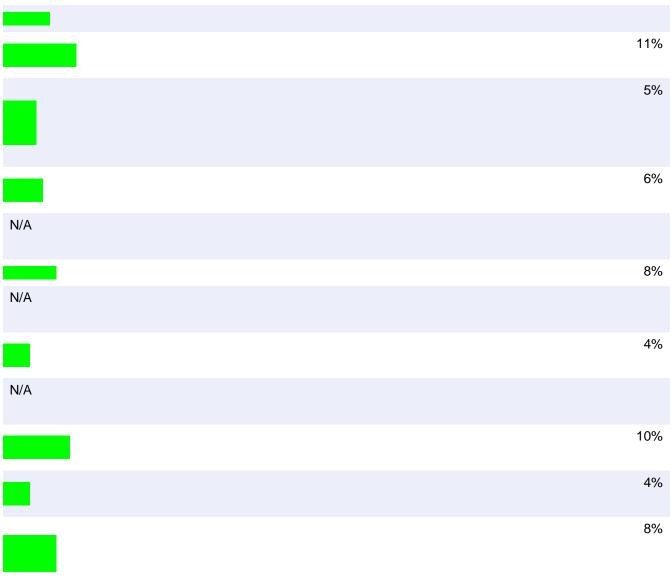
Page 263 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



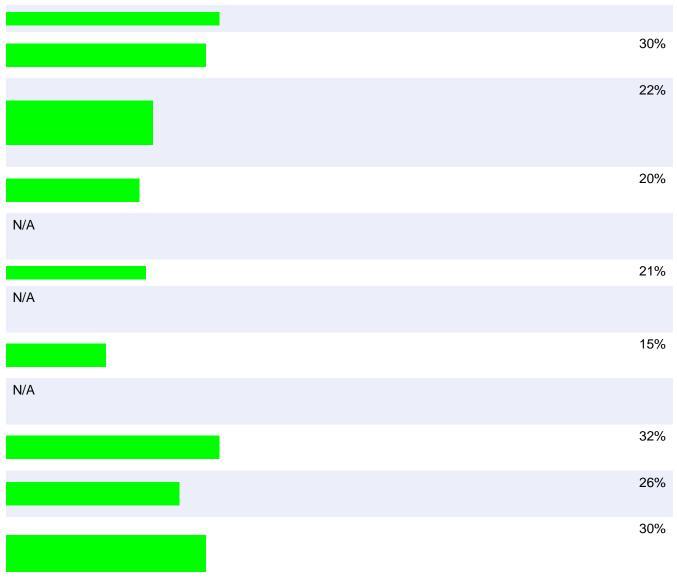
Page 264 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 265 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



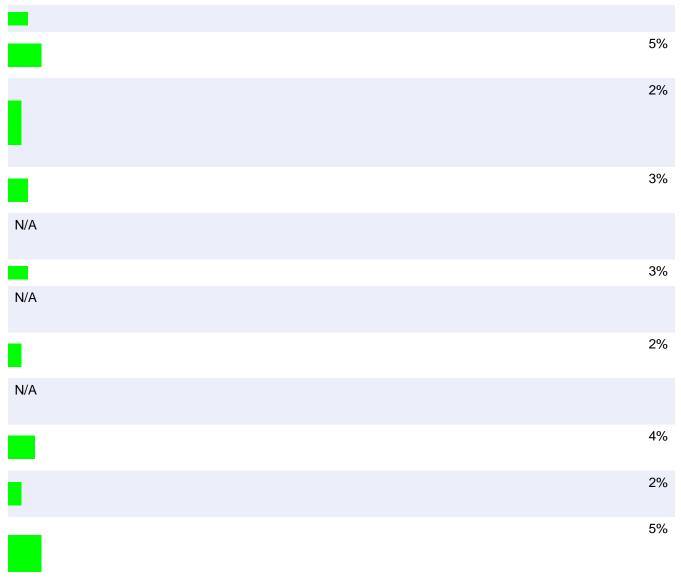
Page 266 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



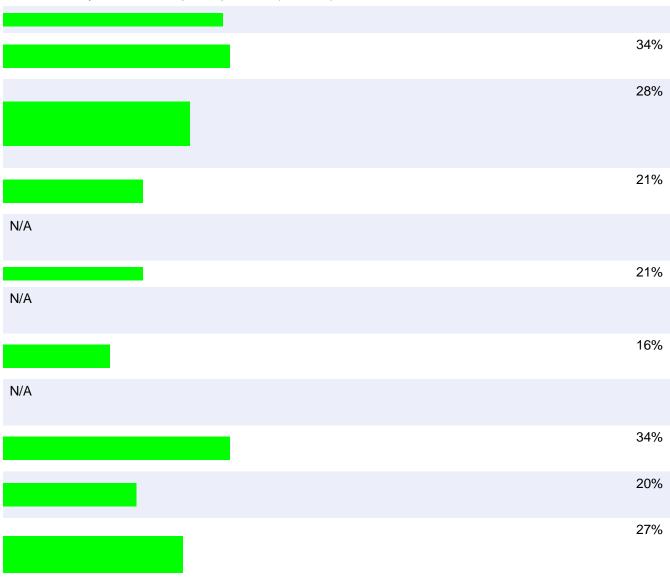
Page 267 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 268 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 269 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 270 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

			,		
300 or more					
Fewer than 100					
Between 100 and 299)				
N/A					
300 or more					
N/A					
Between 100 and 299)				
N/A					
Between 100 and 299)				
Between 100 and 299)				
Fewer than 100					

Page 271 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	44%	
	39%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	48%	There were discrepancies in the data collection process
N/A		Survey results are not available for this reporting period
	41%	
N/A		Survey results are not available for this reporting period
	45%	
N/A		Survey results are not available for this reporting period
	40%	
	49%	
	42%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably

Page 272 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

241319	MURRAY COUNTY MEMORIAL HOSPITAL	2042 JUNIPER AVENUE
241315	SANFORD JACKSON MEDICAL CENTER	1430 NORTH HIGHWAY
241334	RIVER'S EDGE HOSPITAL & CLINIC	1900 NORTH SUNRISE DRIVE
241311	SIBLEY MEDICAL CENTER	601 W CHANDLER
240038	UNITED HOSPITAL	333 NORTH SMITH
240080	UNIVERSITY OF MINNESOTA MEDICAL CENTER, FAIRVIEW	2450 RIVERSIDE AVENUE
240196	PHILLIPS EYE INSTITUTE	2215 PARK AVENUE SOUTH
240057	ABBOTT NORTHWESTERN HOSPITAL INC	800 EAST 28TH STREET
240004	HENNEPIN COUNTY MEDICAL CENTER	701 PARK AVENUE
240063	ST JOSEPH'S HOSPITAL	45 WEST 10TH STREET
240213	HEALTHEAST WOODWINDS HOSPITAL	1925 WOODWINDS DRIVE

Page 273 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

SLAYTON	MN
JACKSON	MN
ST PETER	MN
ARLINGTON	MN
SAINT PAUL	MN
MINNEAPOLIS	MN
SAINT PAUL	MN
WOODBURY	MN

Page 274 of 374 09/20/2011

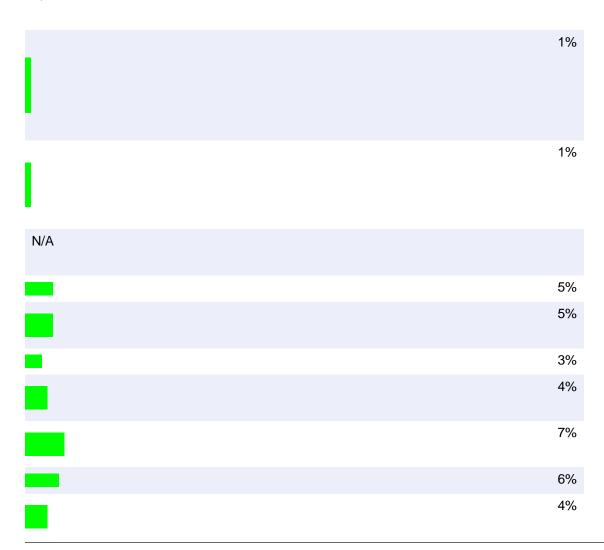
Based on Survey of Patients' Hospital Experiences (HCAHPS)

56172	MURRAY	5078361277
56143	JACKSON	5078472420
56082	NICOLLET	5079312200
55307	SIBLEY	5079642271
55102	RAMSEY	6122988888
55454	HENNEPIN	6126726000
55404	HENNEPIN	6127758815
55407	HENNEPIN	6128634000
55415	HENNEPIN	6128733000
55102	RAMSEY	6512323000
55125	WASHINGTON	6512326880

Page 275 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

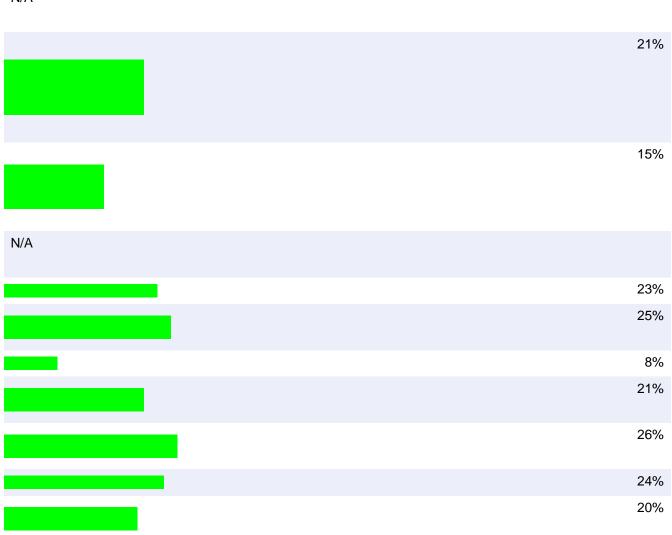
N/A



Page 276 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 277 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

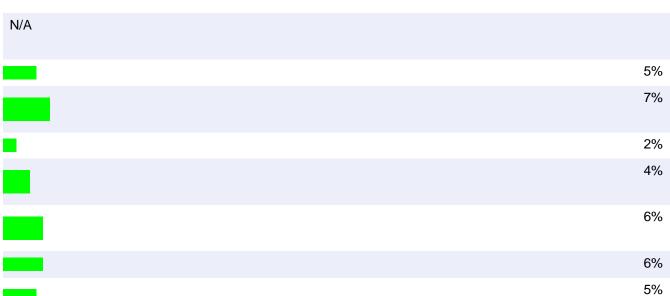


Page 278 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



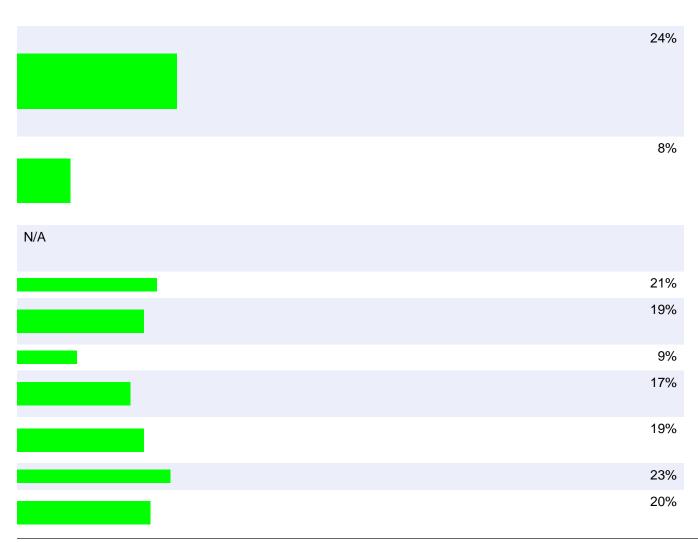




Page 279 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 280 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



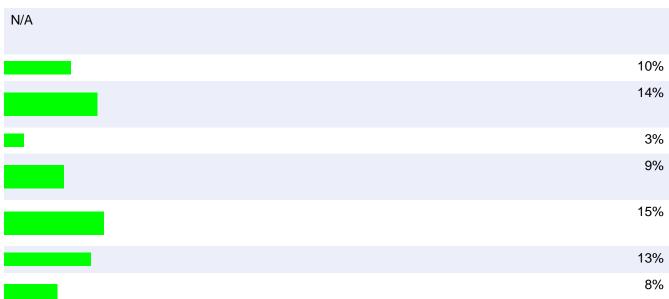
Page 281 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





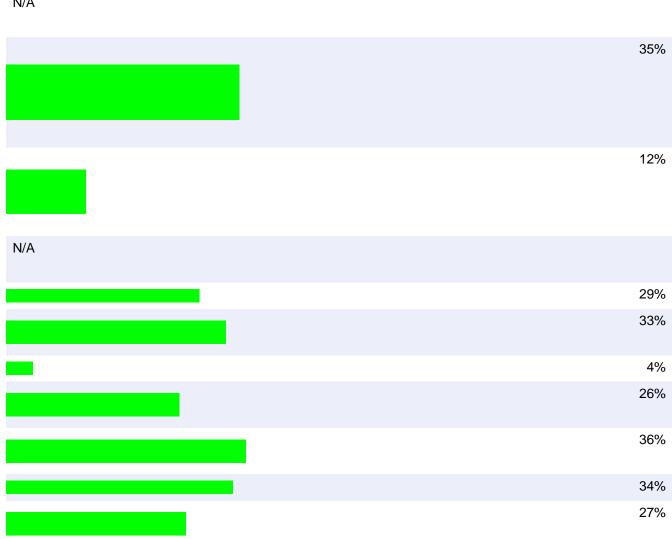




Page 282 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 283 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



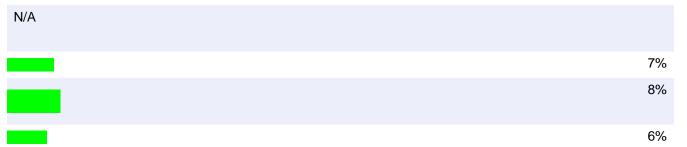
Page 284 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)









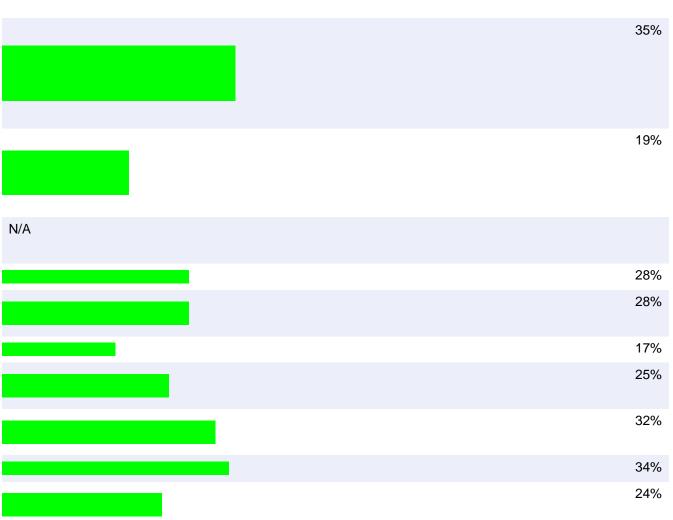




Page 285 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 286 of 374 09/20/2011

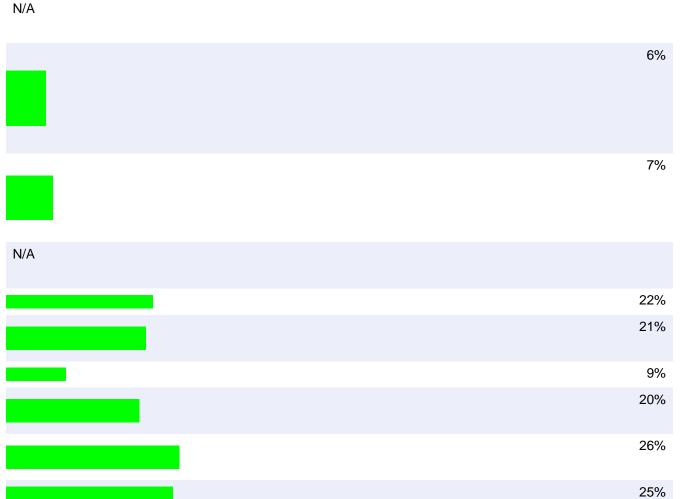
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 287 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



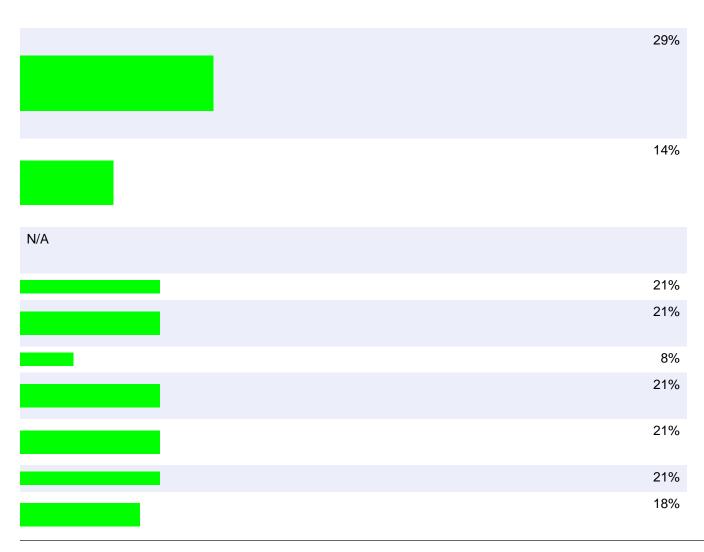


Page 288 of 374 09/20/2011

18%

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 289 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

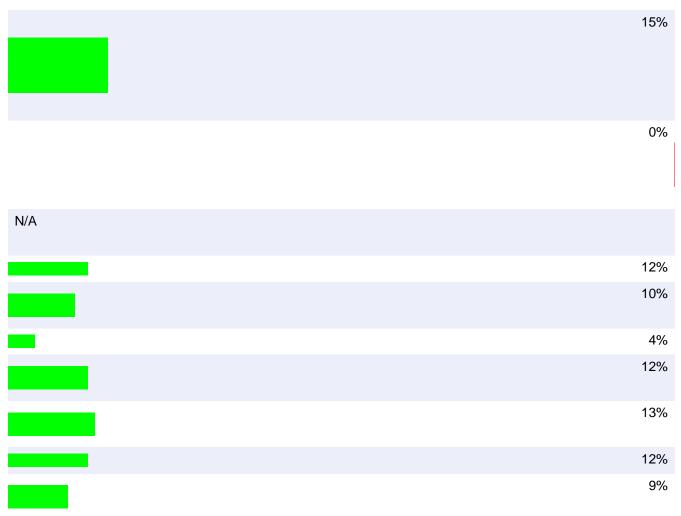


Page 290 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



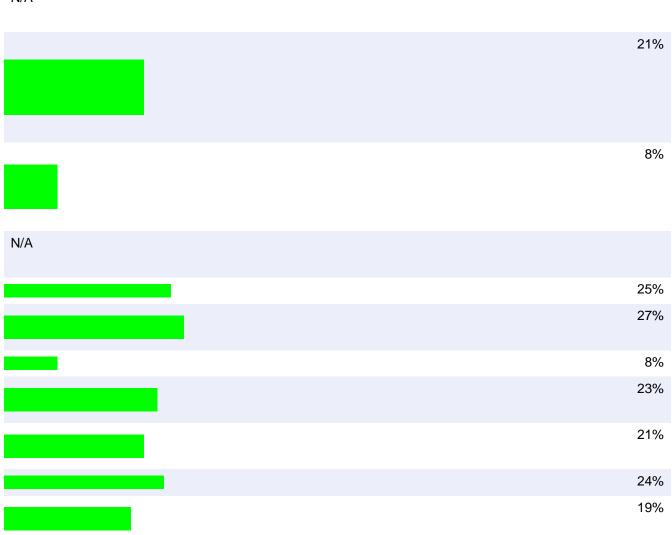




Page 291 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 292 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

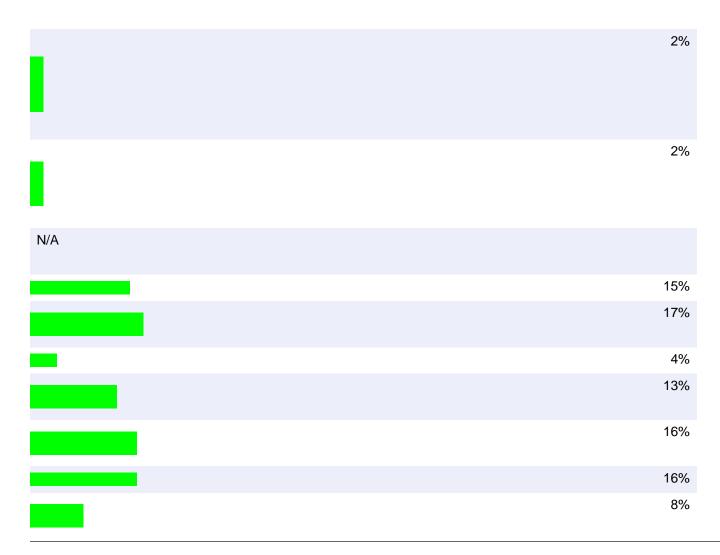


Page 293 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

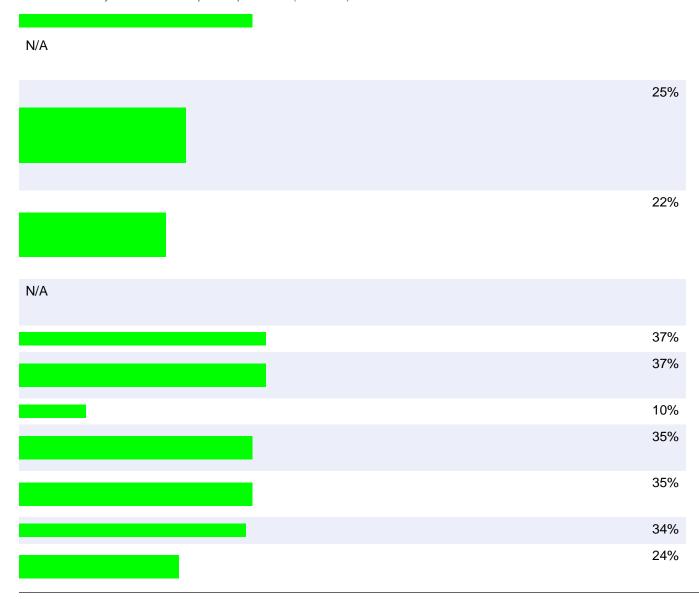


N/A



Page 294 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 295 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 296 of 374 09/20/2011

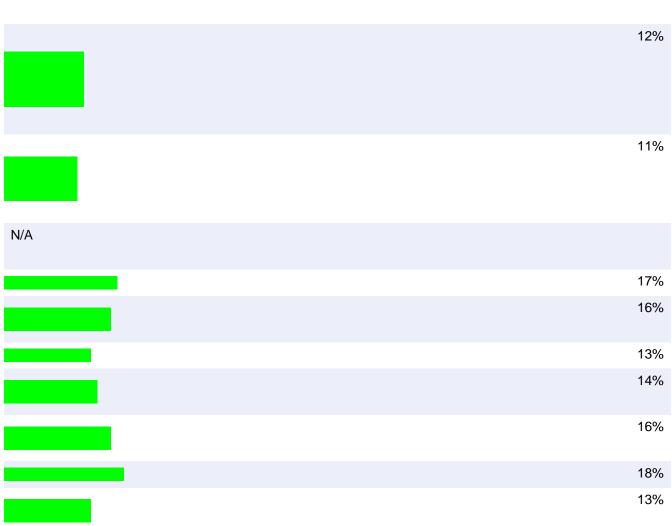
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 297 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



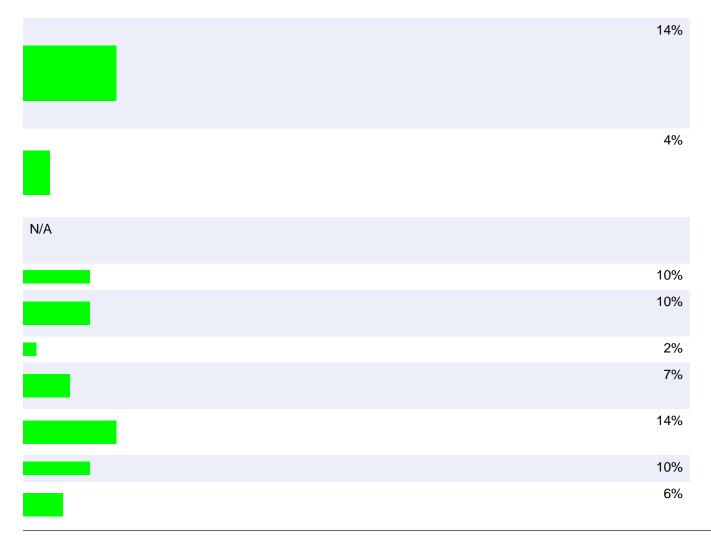


Page 298 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



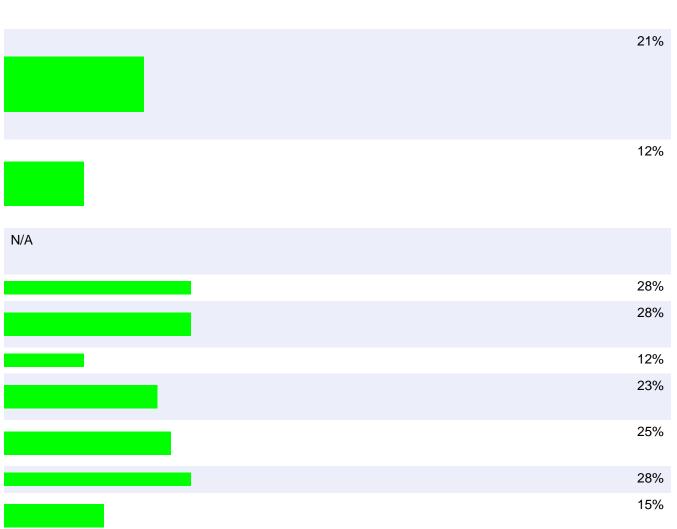
N/A



Page 299 of 374 09/20/2011

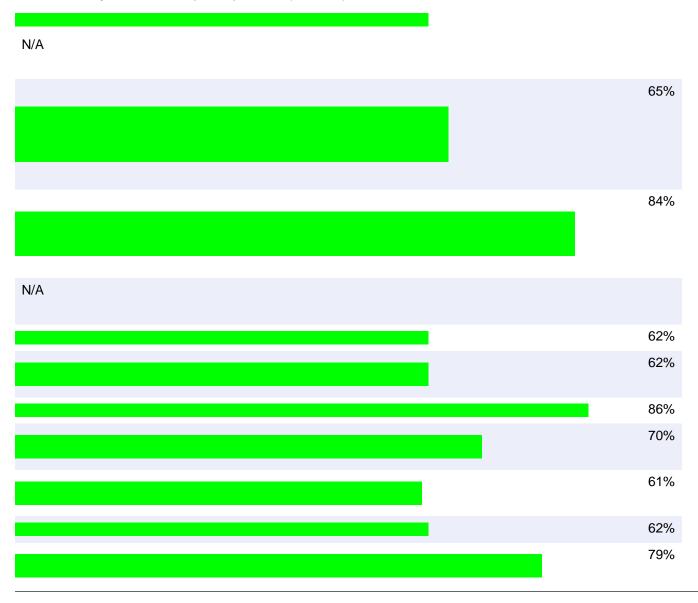
Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 300 of 374 09/20/2011

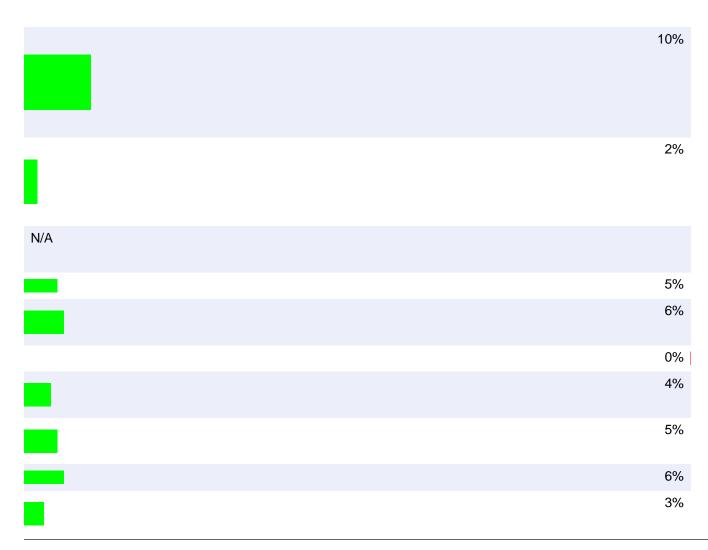
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 301 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

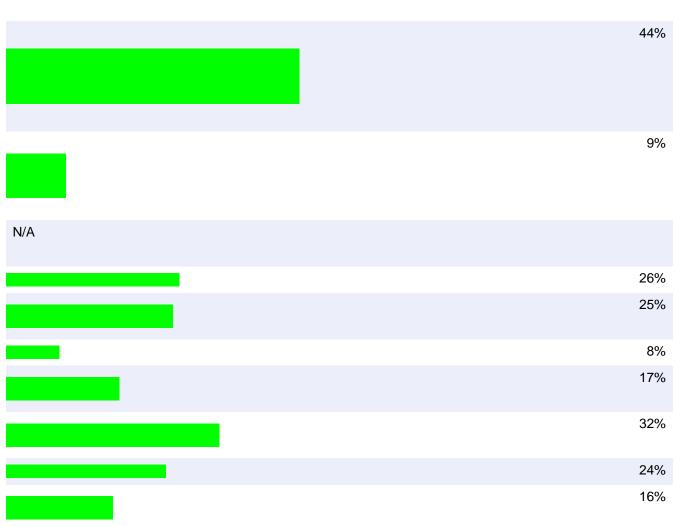




Page 302 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Page 303 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 304 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

I	N	1/	Δ
	IN	Ι.	М

300 or more

300 or more

rewer than 100
Fewer than 100
N/A
300 or more
300 or more
Between 100 and 299
300 or more
300 or more

Page 305 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	assess hospital performance
N/A	Survey results are not available for this reporting period
	36% Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
	36% Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
N/A	Survey results are not available for this reporting period
	36%
	36%
	58%
	41%
	23%
	38%
	46%

Page 306 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

240210	HEALTHEAST ST JOHN'S HOSPITAL	1575 BEAM AVENUE
240106	REGIONS HOSPITAL	640 JACKSON STREET
240018	FAIRVIEW RED WING HOSPITAL	701 FAIRVIEW BOULEVARD, PO BOX 95
241338	LAKE CITY MEDICAL CENTER MAYO HEALTH SYSTEM	500 WEST GRANT STREET
240066	LAKEVIEW MEMORIAL HOSPITAL	927 WEST CHURCHILL STREET
240059	REGINA MEDICAL CENTER	1175 NININGER ROAD
241335	ST ELIZABETH MEDICAL CENTER	1200 GRANT BLVD W
240050	FAIRVIEW LAKES HEALTH SERVICES	5200 FAIRVIEW BOULEVARD
240132	UNITY HOSPITAL	550 OSBORNE ROAD
240115	MERCY HOSPITAL	4050 COON RAPIDS BLVD
241362	NEW RIVER MEDICAL CENTER	1013 HART BOULEVARD
240141	FAIRVIEW NORTHLAND REGIONAL HOSPITAL	911 NORTHLAND DR
240001	NORTH MEMORIAL MEDICAL CENTER	3300 OAKDALE NORTH
240214	MAPLE GROVE HOSPITAL	9875 HOSPITAL DRIVE
240076	BUFFALO HOSPITAL	303 CATLIN ST
240020	CAMBRIDGE MEDICAL CENTER	701 SOUTH DELLWOOD

Page 307 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Passa sir sarvey of radionic reception Experiences (review e)		
	MAPLEWOOD	MN
	SAINT PAUL	MN
	RED WING	MN
	LAKE CITY	MN
	STILLWATER	MN
	HASTINGS	MN
	WABASHA	MN
	WYOMING	MN
	FRIDLEY	MN
	COON RAPIDS	MN
	MONTICELLO	MN
	PRINCETON	MN
	ROBBINSDALE	MN
	MAPLE GROVE	MN
	BUFFALO	MN
	CAMBRIDGE	MN

Page 308 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
55109	RAMSEY	6512327000
55101	RAMSEY	6512540975
55066	GOODHUE	6512675000
55041	WABASHA	6513451114
55082	WASHINGTON	6514395330
55033	DAKOTA	6514804100
55981	WABASHA	6515654531
55092	CHISAGO	6519827000
55432	ANOKA	7632365000
55433	ANOKA	7632366000
55362	WRIGHT	7632712211
55371	MILLE LACS	7633891313
55422	HENNEPIN	7635205200
55369	HENNEPIN	7635811000
55313	WRIGHT	7636841212
55008	ISANTI	7636897700

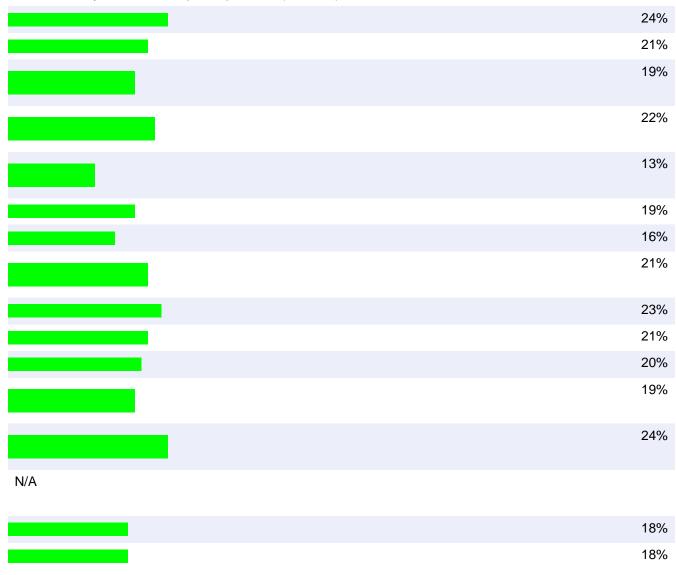
Page 309 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		•	4%
_			4%
			3%
1			1%
			2%
			3%
			2%
			3%
			5%
			3%
			4%
			3%
			7%
N/A			
			3%
			3%

Page 310 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



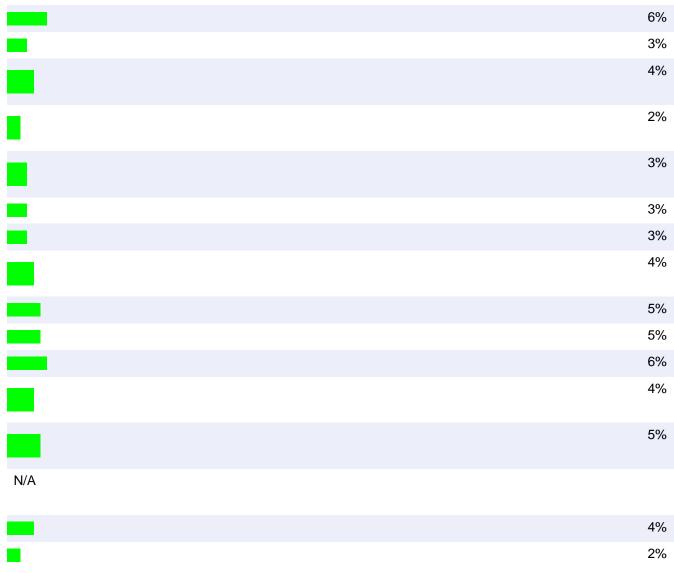
Page 311 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



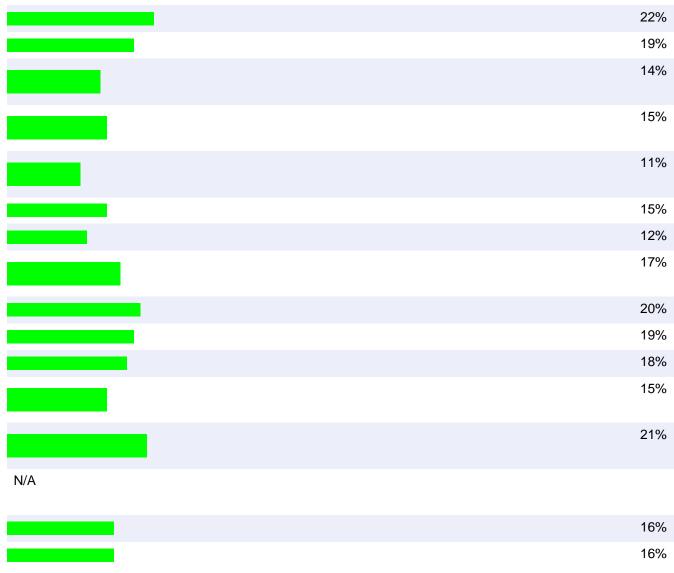
Page 312 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 313 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



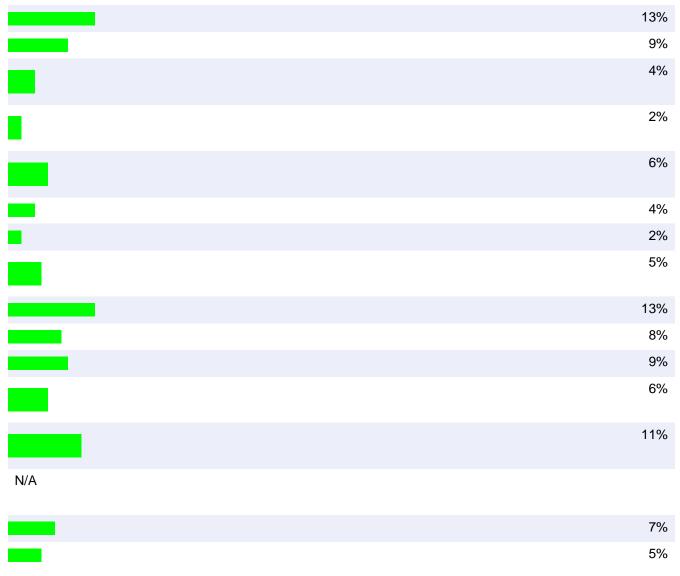
Page 314 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 315 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 316 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



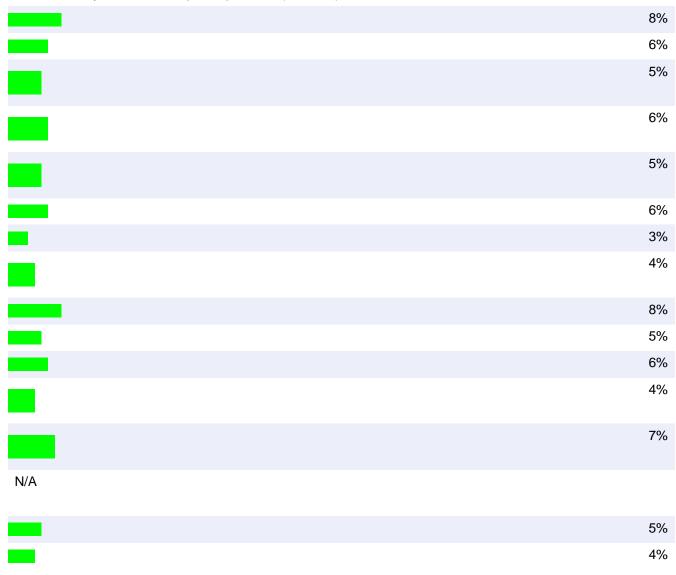
Page 317 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



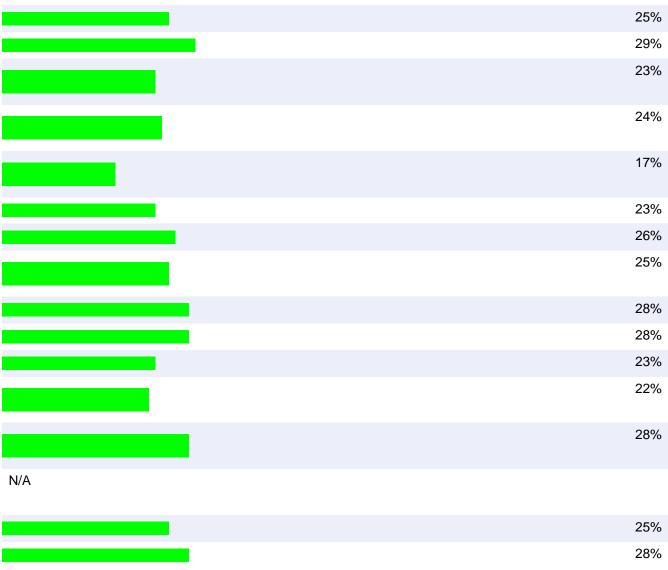
Page 318 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 319 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 320 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



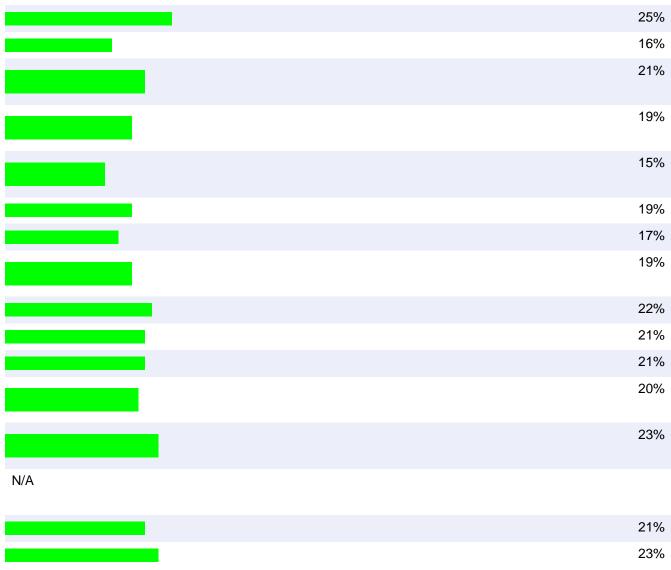
Page 321 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	21%
	23%
	16%
	18%
	13%
	18%
	12%
	17%
	23%
	19%
	17%
	16%
	23%
N/A	
	17%
	17%

Page 322 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



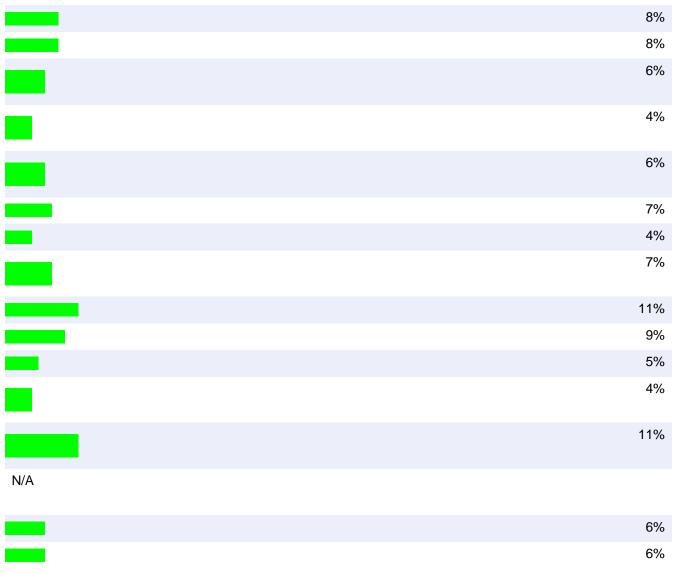
Page 323 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



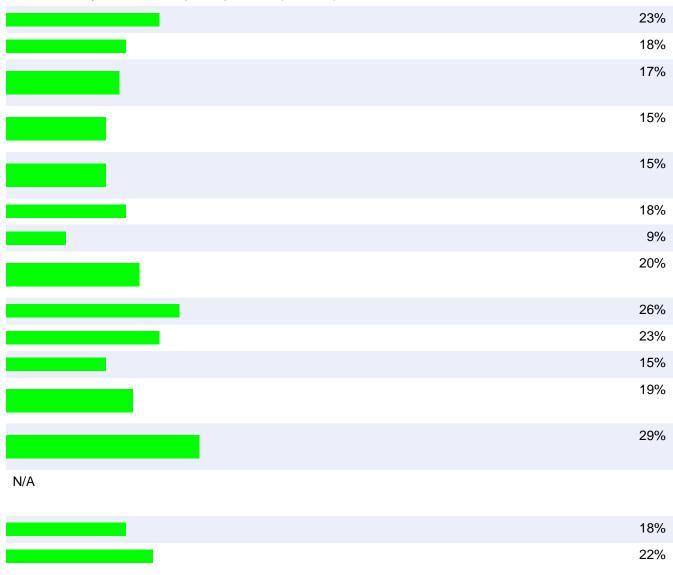
Page 324 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 325 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 326 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 327 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	400/
	13%
	8%
	9%
	8%
	6%
	4%
	6%
	12%
	12%
	10%
	7%
	9%
	16%
N/A	
	8%
	7%

Page 328 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 329 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 330 of 374 09/20/2011





Page 331 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Carrey of Patiente Propriet Experiences (11671111 C)	
	14%
	15%
	13%
	19%
	10%
	16%
	11%
	18%
	15%
	13%
	17%
	14%
	18%
N/A	
	12%
	12%

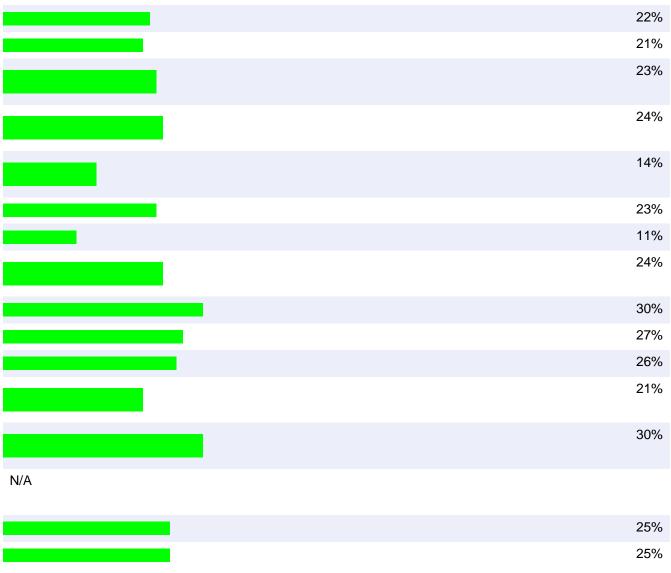
Page 332 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	11%
	8%
	6%
	5%
	3%
	7%
	3%
	8%
	10%
	8%
	12%
	6%
	12%
N/A	
	7%
	7%

Page 333 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



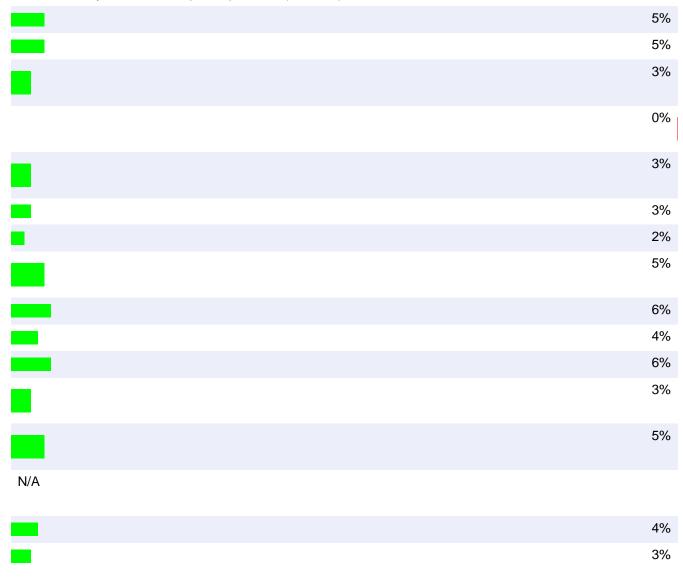
Page 334 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



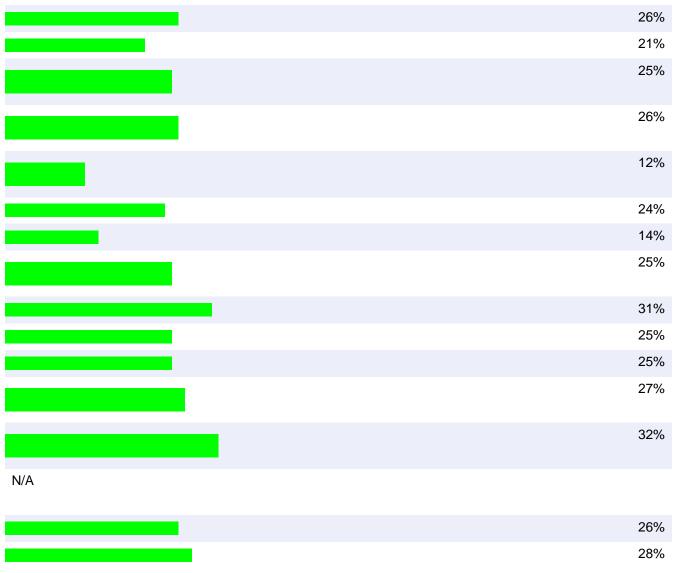
Page 335 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 336 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 337 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



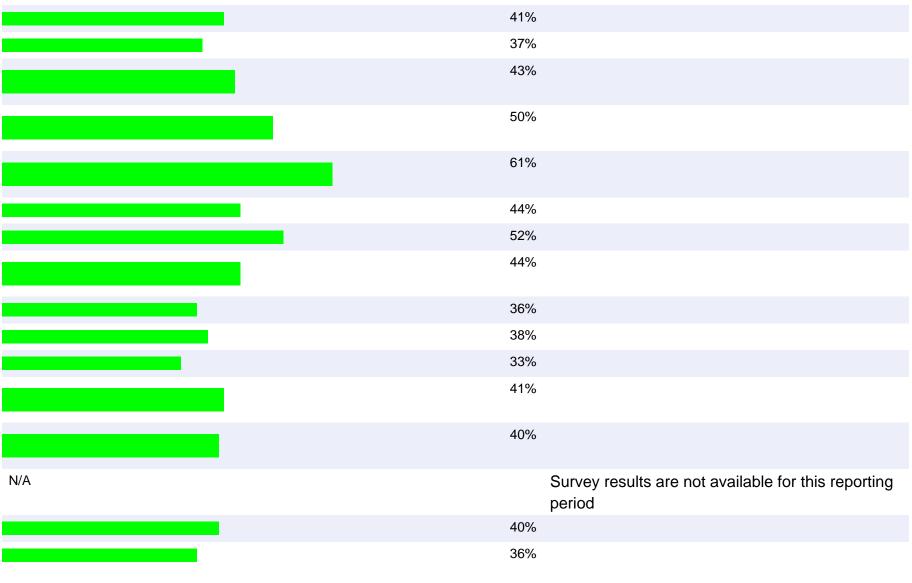
Page 338 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
Between 100 and 299
300 or more
N/A
300 or more
300 or more

Page 339 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 340 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

240104	ST FRANCIS REGIONAL MEDICAL CENTER	1455 ST FRANCIS AVE
240056	RIDGEVIEW MEDICAL CENTER	500 S MAPLE ST
241361	QUEEN OF PEACE HOSPITAL	301 2ND STREET NORTHEAST
240207	FAIRVIEW RIDGES HOSPITAL	201 EAST NICOLLET BOULEVARD
240078	FAIRVIEW SOUTHDALE HOSPITAL	6401 FRANCE AVENUE SOUTH
240053	PARK NICOLLET METHODIST HOSPITAL	6500 EXCELSIOR BLVD

Page 341 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

SHAKOPEE	MN
WACONIA	MN
NEW PRAGUE	MN
BURNSVILLE	MN
EDINA	MN
SAINT LOUIS PARK	MN

Page 342 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

55379	SCOTT	9524033000
55387	CARVER	9524422191
56071	SCOTT	9527588101
55337	DAKOTA	9528922000
55435	HENNEPIN	9529245000
55426	HENNEPIN	9529935000

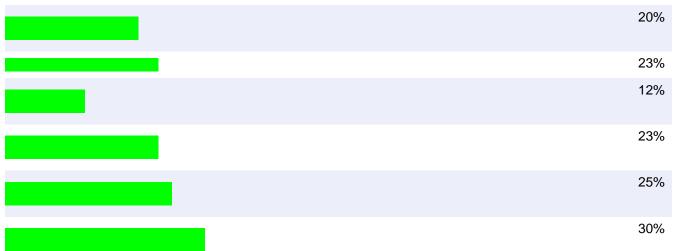
Page 343 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

3%
4%
1%
5%
4%
5%

Page 344 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



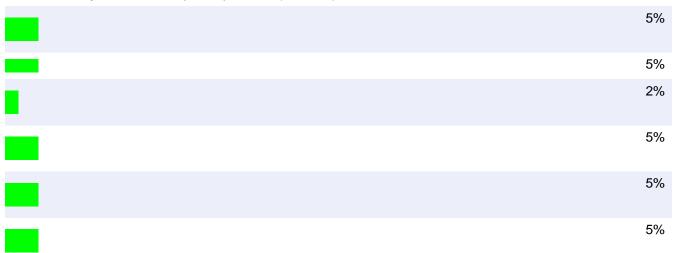
Page 345 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 346 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



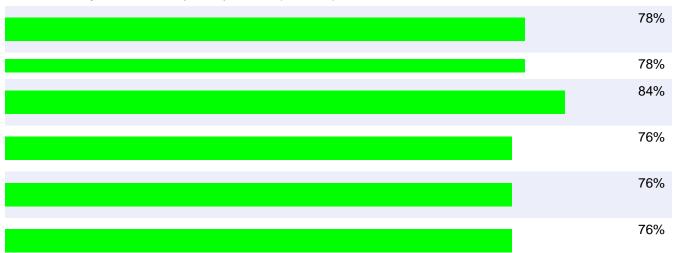
Page 347 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
17%
14%
19%
19%
19%

Page 348 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



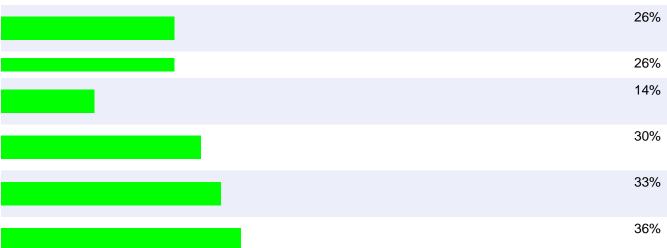
Page 349 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

7%
7%
2%
9%
11%
14%

Page 350 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



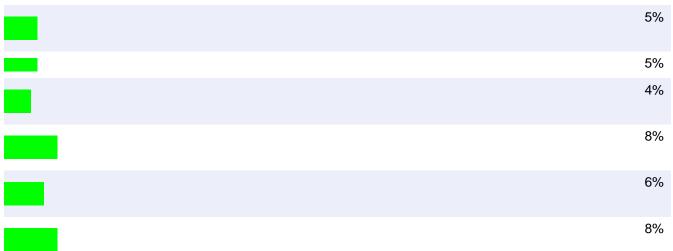
Page 351 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



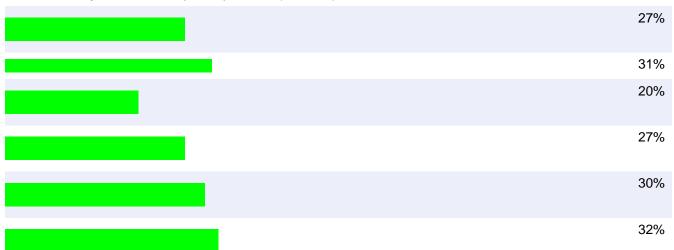
Page 352 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 353 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



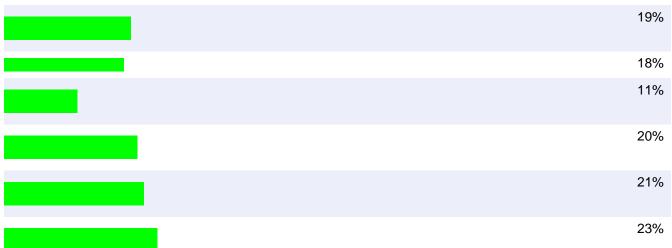
Page 354 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 355 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



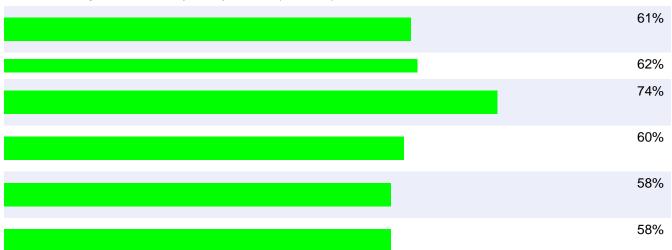
Page 356 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

20%
20%
15%
20%
21%
19%

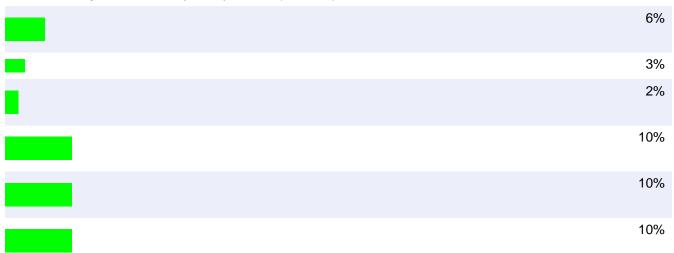
Page 357 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



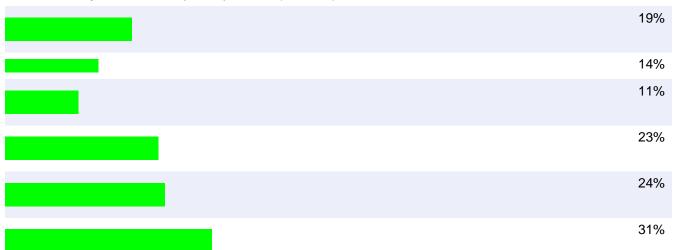
Page 358 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 359 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



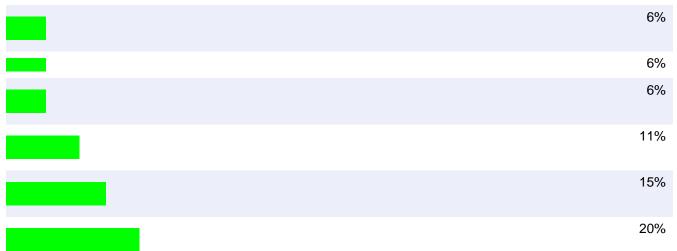
Page 360 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



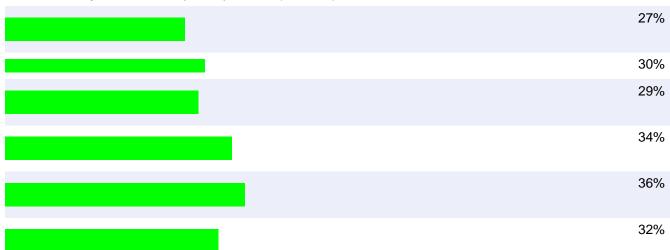
Page 361 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 362 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



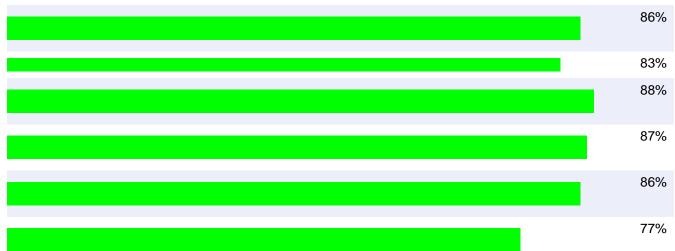
Page 363 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



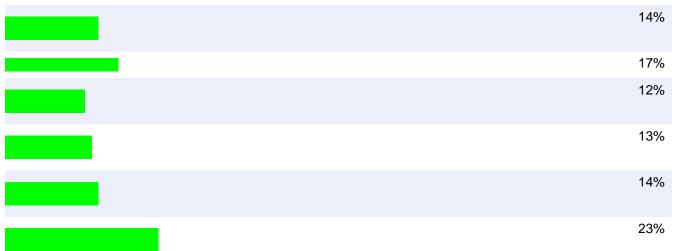
Page 364 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



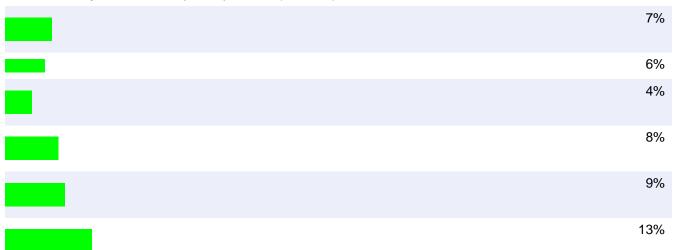
Page 365 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



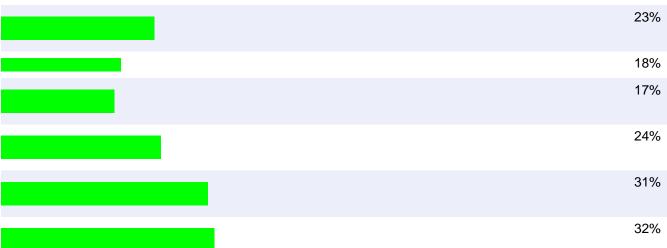
Page 366 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 367 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



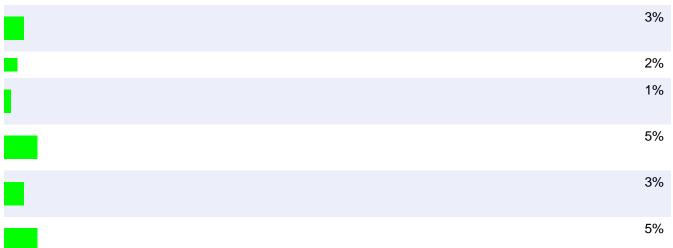
Page 368 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



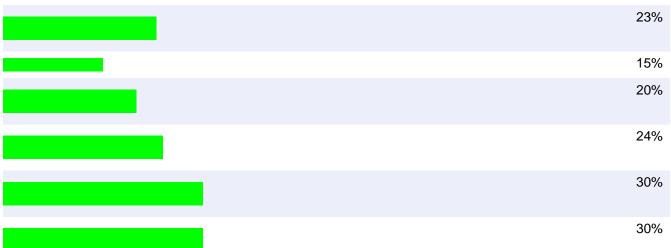
Page 369 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 370 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 371 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



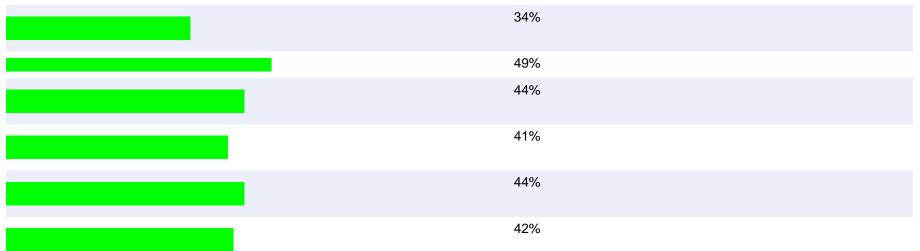
Page 372 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more

Page 373 of 374 09/20/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 374 of 374 09/20/2011